	HOLLAND Dacket: 1367189 = 50642 Accepted				
+These	HOLLAND Docket: 1367189 - 50642 Accepted	formi			
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l.,	Request/approval to study for discontinuance (************************************	F	18		
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	Notice (if appropriate) to customers/district personnel of suspension	la la	10		
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2.	Returned customer questionnaires and Postal Service response letters (************************************	F	性能能		
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4.	Community meeting roster (sessent)	P	19		
5	Community meeting analysis (suscept)	F	28		
6.	Community meeting letter (Need to set before questionnaire if not held before) (orman)	F	18		
7.	Petition and Postal Service response letter (if appropriate) (concess)	17	12		
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9.	Proposal checklist (nwest)	F	1 0		
_	District notification to Government Affairs (across)	12	15		
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2.	Invitation for comments exhibit (%17500)	P			
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7.	Notification of taking proposal and comments under internal consideration (10000001)	la.	18		
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_	Revised proposal (if appropriate) (second)	F	18		
2	Updated PS Form 4920 (if appropriate) (************************************	15	19		
	Certification of record (evizarr)	P	19		
4.	Log of Post Office discontinuance actions (1882-1882)	F	19		

Post Final Determination Page 1 of 1

Below is the letters that need to go out and forms to complete for Posting the Final Determination for HOLLAND

	HOLLAND Docket: 1367189 × 50642							
Their in	othe 1st 11 discoverate that aloned to acceptant Summed and use to the MPOOT in review	Nation in Flori						
Page								
41.	Revised proposal (if appropriate) (***2**2****)	177	想					
42.	Updated PS Form 4920 (if appropriate) (assezur)	P.	. 19					
43.	Certification of record (==122011)	F	75					
44.	Log of Post Office discontinuance actions (sweezests)	ন	159					
45.	Transmittal to vice president, Delivery and Retail, from district manager, Customer Service and Sales (************************************	F	10 10 10 10 10 10 10 10 10 10 10 10 10 1					
46.	Headquarters, acknowledgment of receipt of record (#111011)	P						
47.	Final determination transmittal letter from Headquarters (#50,507)	P	*19					
48.	Instruction letter to postmaster/OIC on posting (10000001)	lo.	*5					
49.	Round-date stamped final determination cover sheets (1100/1077)	p						
500	Postal Bulletin Post Office Change Announcement ()	(F)	- 15					
51.	Vice president, Delivery and Retail, instruction letter (************************************	P	75					

FILE LINK

Back to Flow



04/01/2011

GAH, DUBA DISTRICT MANAGER HAWKEYE PFC

SUBJECT: Authority to Conduct Investigation

DISTRICT MANAGER HAWKEYE PFC		DATE
GAIL DUBA		04/01/2011
Approval to Study for Discontinuance	;	
Manager, Post Office Operations		
THOMAS ALLEN		
Study to request for discontinuance by of the Pastal Service to provide effect	sed on declining workload, declining volumes we and regular service by alternate means.	, revenue and the ability
The above office became vacant when	the postmaster retired on 06/30/2010.	
ZIP Code Change:	Yes NO ZIP Code	
Total Customers:	236	
City Delivery:	0	
Intermediate HCR:	0	
Intermediate RR:	124	
Highway Contract Route (HCR):	0	
Rural Route (RR):	o	
General Delivery:	o .	
Post Office Box:	112	
Number of Customers:	8-77	
Near Miles Away:	5.0	
Near Office Name:	GRUNDY CENTER PO	
ADMIN Miles Away:	5.0	
Proposed Admin Office	GRUNDY CENTER PO	
County:	Grundy	
Finance Number:	184194	
EAS Level:	DE	
Zip+4 Code:	50642-7713	
Post Office Name:	HOLLAND	



Dockers 1967188

	1-11-5-11-5	NOTICE OF POST O	FFICE EI	MERGEN	CY SUSPENSION	
A. Office				THE PROPERTY.		
Name: HOLLAND Area: WESTERN				District:	State: IA HAWKEYE PFC	Zip Code: 50642
Congressional District				County:	Grundy	and a Control
EAS Grade:	11				Finance Number:	184194
Post Office:		Classified Station			Classified Branch	CPO

· There was no Emergency Supension for this office

Prepared by:	Karen Lenane	Date	04/14/2011
Title:	HAWKEYE PFC Post Office Review Coordinator	LESSE	
Tele No:	(319) 399-2902	Fax No:	(319) 399-5502

Prepared by:

Title:

Tele No.

Karen Lenane

(319) 399-2902

HAWKEYE PFC Post Office Review Coordinator



NOTICE TO CUSTOMERS/DISTRICT PERSONNEL OF SUSPENSION A. Office HOLLAND Name: State: JA. Zip Code: 50642 WESTERN Area: District: HAWKEYE PFC Congressional District: 04 County: Grundy 11 EAS Grade: 184194 Finance Number: Post Office: 1 Classified Station Classified Branch CPO There was no Emergency Supersion for this office

Date

Fax No:

04/14/2011

(319) 399-5502

Google maps

To see all the details that are visible on the screen, use the "Print" link next to the map.



Tele No:

(319) 399-2902



				Eviction No	otice				
Office	E								
ame.	HOLLAND					State 1A	Zip (Code: 50	642
J#8:	WESTERN	-			District:	HAWKEYE PFC			
	sional District				county.	Grundy	19410		_
AS Gra		11	-	1000		Finance Number	-		-
ost Offi	ce:	Ľ	Classified Station			Classified Branch		CPO	3.7
ere wa	as no eviction	notice for th	nis office						
Prepare		Carren Lanar					Date:		4/14/20

(319) 399-5502

Fax No:



(319) 399-2902

Tele Na:

. Office			Buildi	ing Inspec	tion Rep	ort				
lame.	HOLLAND WESTERN				District:	State IA HAWKEYE PFC	Zip	Code: 56	0642	
	ional District	04			County:	Grundy Finance Number:	184194			
ost Offic	_	-	Classified Station			Classified Branch		CPO		
	1 600			Wess						
There	was no bui	lding ins	pection report no	or photo	s for th	nis office				
8111198				92						

(319) 399-5502

Fex No:

HOLLAND COMMUNITY PHOTOS



PAGE

Front of Holland Post Office







Heartland Cooperative Elevator

Main Street





Lone Tree Inn

Main Street

HOLLAND COMMUNITY PHOTOS



Holland Fire Department



Jay's Storage Units



Holland City Hall/Community Center



New Hope Church

PS Form 150. Postmaster Workload Information

Post Office, State & Zip Code HOLLAND, IA 50642		-	Postinester's Signature J99280	Dane 04/07/2011
District Office, State & Zip Code HAWKEYE PPC, ICIVIA 92406			District Manager's Signature Get Dutie	Own 04/12/2011
(Check Box) ✓ Vacancy Management Review	□ R	FR:	See Instru on Revers	
1. Current Office Level			"]	11
Pinance Number		(1:6)	. 10	14194
3. General Delivery Families Served		(7-5)		0
4. Post Office Boxes/Call Boxes Rented		(10-15)	112
5. Possible City Delivenes		(18-20):	0
E. Administrative Rural Boxes Served		(21-28)		0
7. Intermediate Rural Boxes Served		(25-30)	124.
Administrative Responsibility form intermediate Rural Boses for Other Offices		(31-35		0
9. Administrative Highway Contract/Star Route Boxes Served		(36-38	9	ō
10; Intermediate Highway Contract/Star Route Boxes Served		(40-43	F	0
11. Administrative Responsibility for Intermediate Highway Contract/Star Route Boxes for Other Offices		(44-47	7	0
12. Number of Carrier Stationa/Branches		(48-49	0.	0
13. Number of Finance Stations/Branches		(50-51	E	0
14. Number of Contract StationarBranches & Community Post Offices		(82-65)	0
15a. Does Office Experience A Seissonal Worldcad? (box one "V" of yes, "N" for no! (If you answer "yes" of this question, complete "Seasonal Workload" section on reverse.)		(54)	6	N:
15th Duration of Experience A Seasonal Workload? //www.wr.or 8 weeks)	3	(55-66	5	0
16. Does Office Perform Outgoing Distribution for Other Offices?		(67)		N.
17. Does Office Perform incoming Distribution for Other Offices?		(58)	d)	N
18. Does Office Perform Incoming Secondary Distribution for Other Offices?		(59)	3	N:
 Do You Separate All Incoming Letter Size Mail to City & Rural Carner Routes for Your Own Office? 		(60)		N
20. Do You Separate All incoming Flat Size Mail to City & Rural Carner Routes for Your Own Office?		(61)	o.	N
21. Do You Haye Responsibility for Vehicle Maintenance Facilities?		(62)	N.	N
22. Does Your Office Have Administrative Responsibility for an Air Transfer Office?		(63)	7	N:
23. Is Postmaster Lessor for Government Owned Building?		(64)		N.
24. Ocea Office Have MPLSM/SPLSM7		(65)		N
25. Does Office Distribute Food Stampa®		(65)		N
PS Form 15g. January 1983		1940		

PS Form 150, Postmaster Workload Information

Docket 1367189 Page Nor 8s

	Normal	During Sessional Period
General Delivery Families Served	0	a
Post Office Boxes/Call Boxes Rented	112	0
Possible City Deliveries	0	0
Administrative Rural Boxes Served	0	0
Intermediate Rural Soxes Served	124	0
Administrative Responsibility/Number Intermediate Rural Buses	0	U
Administrative Highway Contract/Star Route Boxes Served	0	0
Informediate Highway Contract/Star Route Boxes Served	0	0
Administrative Responsibility/feumber Intermediate Highway Contract/ Star Route Boxes	٥	b

Instructions

- 1. Enter corrent evaluated office level
- Enter the 6 digit post office finance number.
- Enter number of general delivery families served.
- 4 Enter total number of post office boxes and call boxes review. Do not confuse with the total number available. This total should include boxes rented at classified stations/branches as well as the main office including GPO's.
- 5 Enter total possible only deliveries. The total reported should equal the total possible deliveries shown on Form 1621. Carrier Route Report for the previous accounting period.
- Enter the number of administrative bases served. This is the number of rural route bases served, within your ZIP Code ONLY by carriers administratively reporting to you. Do not include bases on the routes which are in the ZIP Code of an intermediate office.
- Enter the number of intermediate rural Boxes served. This is the number of rural boxes, within your ZIP Code, served by a camer administratively reporting to another postmaster. For credit, the mail must be incoming to your office and separated to the routes within your ZIP Code by you or your employees prior to carrier sequencing.
- 8 Enter the number of intermediate rural boxes for which you are administratively responsible. This is the number of boxes served by a samer administratively responsible to you, but which are located in the ZIP Code for another office.
- 9 Enter the number of administrative highway contract star routs boxes served. This is the lotal number of star routs boxes served within your ZIP Code ONLY by a contractor for whom you have administrative responsibility. Do not include boxes on the routes which are in the same ZIP Code of an intermediate office.
- 10. Enter the number of intermediate highway contract star route boxes served. This is the total number of star route boxes served within your ZIP Code ONLY by a contractor who administratively reports to another Postmaster. For credit the mail must be incoming to your office and separated to the contract route by you or your employees.
- 11. Enter the number of intermediate highway contract star route boxes for which you are administratively responsible. This is the number of boxes served by a contractor for whom you are administratively responsible and which are located in the ZIP Code of another office.
- Enter the number of classified stations and/or branches that have carrier delivery service.

- Enter the number of classified finance stations and/or branches defined carrier delivery service) staffed by postal employees
- Enter the total number of contract stations, rural stations and community cost offices.
 - A contract station is a detached finance unit manned by non-postal employees
 - (b) A rural station is a post office box delivery unit serviced by a rural carrier.
 - A community post office is a contract unit which provides service in a small community.
- 15. To receive credit for a passonal workload increase the hams shown on the seasonal workload portion of the form must show a 25% increase and must last for a minimum of 8 weeks. The Christmas Season is not to be considered as a seasonal workload increase. Should your office have a seasonal workload increase you should enter the exact number of weeks the season lasts and complete the seasonal workload portion of the form in its entirety.

Questions 16 Thru 25 Should Be Answered Y (Yes) or N (No)

- 16. Does office separate massed outgoing mail originating in other associate offices to three digit ZIP CODE designating offices ancionarea distribution centers and demonstrate a culting, facing and cancelling operation?
- 17. Does office separate massed three digit sorted incoming mail to a five digit sort for other associate offices?
- Does office separate incoming mail to carrier routes for other associate offices?
- Does office separate all incoming letter size mail to city, rural and/or star mutes?
- 20 Does office separate at incoming flats to city andior rural carrier routes without assistance from an MPC?
- 21. Do you have a vehicle maintenance facility under your jurisdiction?
- 22. Do you have an air transfer office under your jurisdiction?
- 23 Do you occupy a government-owned building and lease a portion of the building to someone else?
- 24. Does your office operate a Multiple Position Letter Sorting Machine (MPLSM) or Single Position Letter Sorting Machine (3PLSM)?
- 25. Does your office distribute food stamps?

Worksheet for calculating Workload Service Credit (WSC) for Post Offices

	Worl	ksheet for c	alculating Wo	rkload :	Service	Credit (WSC) for P	ost Offices			
ice Name	HOLL	AND									
ice Zip+4:	50642	7713	District	HA	MKEYE	PFC					
				Activity	WSCs						
General Delivery	Families :	Served (Item	3. PS Form 15	50)			. 0	X 1.0		= 1	_
Post Office Boxes							1.0	2 X 1.0		=	11
Possible City Deli	veries (Ito	em 5, PS For	m 150)	(0)(0)(-)			. 0	X 1,33	3	=	_
Administrative Ru	ral Boxes	Served (Iter	m 6, PS Form	150)	+0.55	Heresea and the second	0	X 1.0		=	_
Intermediate Run	al Boxes S	Served (Item	7, PS Form 15	(0)			0	X 0.7		=	_
Administrative Re (Item 8, PS For		ity for Interm	ediate Rural Bo	oxes for	Other O	ffices		22.00			
**************************************	W.155561						0	X 0.3		=	-
Administrative Hi		intract/Star F	toute Boxes Se	srved							
(Item 9, PS For	m 150)			NIME.	70.005		_ 0	X 1.0		=	
Intermediate High	way Con	tract/Star Ro	ute Boxes Ser	ved							
(Item 10, PS Fo							0	X 0.7		=	-
Administrative Re Boxes for Other (sponsibil	ity for Interm	ediate Highwa	y Contra	ct/Star F	Route		X 0.3		2	
DONCE TO CUTO!	a made a	MIN / MODEST	Total Activity				All Toronto				- 1
				Revent	ie WSCs						
First			25 revenue ur	nits: 1	OD OD	x	25 units	- 6	= 2	5.00	
Next		- 9	275 revenue ur	nits: 0,	50	x	40 units		= 2	0.00	
Next		- 9	700 revenue u	nits: 0	25	X	0 units	1.5	S	0,00	
Next		5	000 revenue u	nits: 0.	10	х 🗀	0 units	23	: <u>20</u>	0.00	
		Balano	e of revenue u	nita: O.	01	X	0 units	8		0.00	
	- 1	Total revenu	e WSCs				- Harmana		4	5.00	
Activity WSCs	112	+ Revenue	WSCs =	45.00	Base	WSCs	157.00	_ = EAS G	rade	11	_
Previous evalua	tion: EAS	grade	11								
Effective date of	elanes -	n nandan hai	in the second						(if any	propriat	ie)
(when a vacance				priate E	AS grad	e)			,, op		127
Worksheet comp	oleted by:										
KAREN LENAN	E				KARE	N.S.LE	NANE@US	PS.GOV			
Printed Name				_	Signa	ture					
HAWKEYE PFO	District F	Review Cook	dinator		04/14	/2011					

Window Transaction Survey

ne H
Survey Period: 04/02/2011 through 04/15/2011

entries in the columns. To obtain the average delly number of transactions, divide the total number of transactions during the survey period by the number of days in the survey. The allowable time per transaction is shown in each column in minutes. To determine the average daily workload in minutes, multiply the number of transactions in each column by the time conversion for that column, total the time conversions for all columns, and divide the total number of minutes by the number of days. Record the number of retail window transactions in the appropriate columns for each day. Consider a sale of stamps as one transaction. A sale of stamps and a money order is two transactions. Do not record the handing out over the counter of box mail, general delivery mail, or carrier mail, instead of this worksheet, you may use PS Form 2007-A, Window Transaction Record, PS Form 2007-B, Window Transaction Conversion, and PS Form 2007-C, Window Transaction Survey. Use hash marks (////) for daily

Average Number Daily Transactions	Daily Average	Time Factor	TOTALS	Fn - 04/15	Thu - 04/14	Wed - 04/13	Tue - 04/12	Mon - 04/11	Sun - 04/10	Sat - 04/09	Fn - 04/08	Thu - 94/07	Wed - 04/05	Tue - 04/05	Mon - 04/04	Sun - 04/03	Sat - 04/02	Day/Date
	5.2	X.777	81	9	Ça	2	8	- 11	0	12	9	12	-	6	6	0	. 2	Postage Sales (.777)
	2.4	1.083	27	Gs.	0	1	8	o.	0	0	12	-	-	ω	2	0	0	CONTRA
35	0.2	X 1.969	.4	0	0	0	0	0	0	0	0	0	0	0	0	0		Express Registered C.O.D (1.969)
11.7	0.0	X 5.06	0	0	o	0	0	0	0	0	0	0	0	0	0	0	0	Seva
Averag	0.5	2.875	N	0	0	0	0	0	0	0	o		1	0	0	0	0	Ri men
Average Daily Retail Workload in Minutes:	0.3	X 1.792	9,3	0	0	0	-	0	0	0	0	0	0	0	1	0	0	58 E E E
etall res	1.3	X 1,787	8	2		3	3	0	0	2	0	-	0	0		0	0	38.
11.7	1,8	X 1.188	18	cut	2	2	w	2	0	2		2	0	0	-	0	٥	Nonrevenue Services (1.188)

Survey of Incoming Mail

Survey of Incoming Mail (Record in Pleces)

Post Office Name and Zip+4

HOLLAND 50642 - 7713

Dates Recorded

04/02/2011 through 04/15/2011

Date	Le.	tters	FI	ats	Pa	rcels	01	her
	First Class	Standard	First Class	Standard	Priority	Standard		
Sat - 04/02	411	4	120	40	2	6	6	0
Sun - 04/03	0	. 0	0	0	0.	0	0	0
Mon - 04/04	1179	28	125	127	3	9	6	0
Tue - 04/05	547	5	160	285	- 1	2	7	0
Wed - 04/06	656	7	40	71	3	10	5	0
Thu - 04/07	782	7	79	261	4	6	6	0
Fri - 04/08	748	8	203	79	2	15	4	0
Sat - 04/09	567	3	118	0	2	1 1	1	0
Sun - 04/10	0	0	0	0	0	0	0	0
Man - 04/11	723	14	163	168	4	7	3	0
Tue - 04/12	527	3	85	146	0	9	2	0
Wed - 04/13	588	4	178	235	1	2	10	0
Thu - 04/14	525	5	101	235	2	3	7	0.
Fri - 04/15	641	.11	97	80	2	10	1	0
TOTALS	7,884	99	1,469	1,727	24	80	60	0
Daily Average	657.0	8.3	122.4	143.9	2.0	6.7	5.0	0.0

Signature of Person Making Count:

J99280

Printed Name:

J99280

Date:

04/15/11

Conversion Rate

Letter Type	Total Pieces Per Foot	Fiat Type	Total Pieces Per Foot
Manual Letters	227	Manual Flats	115
Automated Letters	215	Automated Flats	115
Sequenced Letters	227	Sequenced Flats	115

Conversion rates are subject to periodic updates which will be published and disseminated when applicable.

Survey of Dispatched Mail

Survey of Dispatched Mail (Record in Pieces)

Post Office Name and Zip+4

HOLLAND 50642 - 7713

Dates Recorded

04/02/2011 through 04/15/2011

Date	Le	tters	F	late	Pa	roels	Ot	her
	First Class	Standard	First Class	Standard	Priority	Standard		
Sat - 04/02	.9.	0	0	0	0	0	1	0
Sun - 04/03	0	0	0	0	0	0	0	0
Mon + 04/04	66	0	4	0	3	1	1	0
Tue - 04/05	82	0	- 1	0	0	0	1	0
Wed - 04/06	78	0	0	0	0	1	1	0
Thu - 04/07	58	0	3	0:	.0	0	2	0
Fri - 04/08	92	0	3	0.	1	0	- 1	0
Sat - 04/09	4	0	0	0	0	(1 =)	1	.0
Sun - 04/10	0	0	0	0	0	0	0	0
Mon - 04/11	142	0	6	0.	4		8	0
Tue - 04/12	71	0	.4	0	2	0	1	0
Wed - 04/13	41	0	0	0		0	1	0
Thu - 04/14	40	0	1	0	0	0	2	.0
Fri - 04/15	80	0	10	0	2	-3	2	0
TOTALS	761	0	23	0	13	7	22	0
Daily Average	63.4	0.0	1.9	0.0	1,1	0.6	1.8	0.0

Signature of Person Making Count

J99280

Printed Name:

J99280

Date:

04/15/11



04/20/2011

OIC/POSTMASTER

SUBJECT: HOLLAND Post Office

Please provide the names and addresses of businesses, religious institutions, civic organizations, and local government offices, and schools that are served by the HOLLAND Post Office. The list of businesses should include small, part-time and in-home businesses, as well as public institutions, such as schools, police departments, etc; religious institutions and businesses physically located outside the community that use retail services on a routine basis at the HOLLAND Post Office, Also, please provide the total number of permit mailers and postage meter customers. Indicate in the space below the total number of Post Office box, general, and street delivery customers served by the office. Return all documents to KAREN LENANE by 05/04/2011. This information will be entered into the official record for public viewing.

Post Office Box	112
General Delivery	- 0
Rural Route (RR)	0
Highway Contract Route (HCR)	0
Intermediate RR	124
Intermediate HCR	0
City Delivery	- 0
Total Customers	236

If you have any comments on alternate means of providing services to the HOLLAND customers, please provide them below:

KAREN LENANE

Post Office Review Coordinator

Comments:

Holland Post Office Holland Volunteer Fire Dept. Heartland Cooperative Elevator Lone Tree Inn City Hall / Community Bldg, Jay's Storage Units New Hope Fellowship CR Church

cc: Official Record



04/06/2011

SUBJECT: Possible Discontinuance of Post Office

The Postal Service is currently conducting an investigation concerning the possible discontinuance of the HOLLAND Post Office, 50642 - 7713, located in Grundy County. Please search your records for any recent reports of mail theft or vandalism in the area.

Please enter your findings in the yellow blocks below. Once complete please click submit. You can print from above. Signatures are captured electronically.

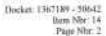
Thank you for your assistance in this matter

KAREN LENANE Post Office Review Coordinator HAWKEYE PFC

NBR records of mail theft or vandalism: 1

Comments/Findings:

cc: Official Record





04/14/2011

Grundy County Sheriff 706 G Ave Grundy Center IA 50638-1456

SUBJECT: Possible Discontinuance of Post Office

The Postal Service is currently conducting an investigation concerning the possible discontinuance of the HOLLAND Post Office, 50642 - 7713, located in Grundy County. Please search your records for any recent reports of mail theft or vandalism in the area.

Please return your findings in the enclosed envelope. You may use the bottom of this form to report your findings, accompanied by your signature, title, and date.

Thank you for your assistance in this matter

KAREN LENANE Post Office Review Coordinator HAWKEYE PFC

Enclosure: Return Envelope

Nbr records of mail theft or vandalism: O

Comments/Findings:

Bh A empty 1 5 her ft Grandy to-

cc: Official Record

		Pos	t Office Survey	Sheet	
	Post Office Name	HOLLAND		ZIP+4	50642+7713
	Congressional District	04		Date -	96/29/2011
	List specific information a where restruoms are availa no structural defects	bout the facility, such a ble), security, and othe	s structural defects, safet r deficiencies or factors t	y hazards, lack of runnin, o consider.	g water or restrooms (if so.
	Is the facility accessible	to persons with disabil	ities?	Yes No	
	Lease terms? 30-day car	ncellation clause? 3	600 12/2014		
	Are suitable alternate qu NA	namers available for an	independent Post Office?	If so, where?	
	List potential CPO sites NA				
9	If yes, please identify th	em by name and addre	nit mailers? 🖊 Yes ss. ve Holland IA 50642-80		
	Which career and nonce non career PMR of Line			nmodations will be made	for them?
	How is mail received and box be retained? Will a lo			wwill this be affected by	discontinuance? Will a collecti
	Mail is received in the Al	A by Star rouse driver a	t 7:30 Mail is dispatched	in PM by Star route dris	ет лі 4:00рш
	How many Post Office	boxes are installed?		150	
	How many Post Office	hoxes are used?		112	
	What are the window so	rvice hours?		07:45 - 10:15 M-F	
				07:45 - 09:15 S	
	What are the lobby hou	rs?		7:30 am - 9:30 pm M-F	
				7;30am-4;00pm 5	
).:	Have there been recent One reported to the US		andalism reported to the	postmaster/OIC? Explain	6%

Post Office Survey Sheet/commund)

Page Mor. 2

11.		List potential CBU/pureel lockers sites and distances from present Post Office site. City Property						
12.	Are the handier city cle	have infirmities or physical						
13,	Rural it.	delivery/HCR delivery. What is current evaluation?	K43					
	b,	Will this change result in the route being overburdened?	Yes No					
	e,	If so, what accommodations will be made to adjust the route? How many boxes and miles will be added to the route?	112, box 0.00 Miles 11354					
	d. e.	What would be the additional annual expense if the route is increased? What is the one-time cost of CBU/parcel locker installation (id appropriate)?	5166 11:00 AM					
	Œ	At what time of the day does the carrier begin delivery to the community? Will this delivery time be affected if the office is discontinued? (Y or N)	Yes No					
		If so, how?	0					

Discket: 13671897 - 50642 liene Nor. 16 Page Nor. 1

Community Survey Sheet

Post Office Name	HOLLAND	ZIP+4	50642-7713
Congressional District	04	Date	06/20/2011
Incorporated?		Yes No	
Local government provi	ded by:	Mayor and council	
Police protection provide	ed by:	Grundy County Sheriff	Dept
Fire protection provided	by:	Hofland Fire Departme	at
School location:		Grundy Center	
What population growth -0.32 Facilities Planning	is expected? (Please document y Website	our source)	
What residential, commo	orcial, or business growth is expe-	cted? (Please document your source)	
Are there any special co Is the Post Office facility	special historical events related to mmunity events to consider? v a state or national historic lands estate office when verification is	nurk (see ASM 515.23)?	
What is the geographic/combination	economic make-up of the commu	nity (e.g., retirees, commuters, self-emp	loyed, farmers)?
school bus stop, commu Do employees of the off	es are provided by the Post Office nity meeting location, voting plac- ice offer assistance to senior citiz made for these services if the Pos	ee, government form distribution center. ens and handicappedy?	

Highway Contract Route Cost Analysis Form

			Highw Estimated Co	vay Contract Route ost for Alternative S	ervice	
Office I	Name: Zip+4:	HOLLAND 50642 -7713	District:	HAWKEYE PFC		
t.		number of additional be added to the route		0	x 3.64 hours per year	0.00
2.	BEST 100-00 1 100 100 100	number of additional se added to the route		0.00	x 10.40 hours per year	0.00
					Total time added to the route	0.00
3,	Enter the (Contact Officer)	HCR hourly rate Area Manager, Purchasi	ng/Contracting			0.00
		Total additiona	i compensatio	on (HCR hourly rate	x total time added to the route)	0.00

Docket 1387189 - 60642

Rural Route Cost Analysis Form

Hem Nor: 17 Page Nor: 2

Rural Route Carrier Estimated Cost for Alternative Replacement Service Office Name: HOLLAND HAWKEYE PFC Office Zip+4: 50642 -7713 District. 1.0 Enter the number of additional 112 boxes to be added to the rural route Enter the number of additional 2 0.50 miles to be added to the route 2.30 Enter the volume factor 257,60 Total (additional boxes x volume factor) Enter the number of additional boxes 112 to be added to the rural route 112.00 112.00 Centralized boxes x 1.00 Min 0.00 0.00 x 1.82 Min. Regular L route boxes 0.00 0.00 x 2.00 Min Regular Non-L route boxes Total additional box allowance 112.00 x 12 Mileage Enter the number of additional daily miles to be added to 0.50 6,00 the rural route Standard Total additional minutes per week 375.60 (miles carried to two decimal places) Total additional annual minutes 375.60 x 52 Weeks 19,531.20 (additional minutes per week year) Total additional annual hours (additional annual minutes/ 325.52 19,531,20 / 60 Minutes 60 minutes per hour) Enter the rural cost per hour (see national payroll summary report - rural carner, consolidated) 34.88 Total Annual Cost (additional annual hours x rural cost per hour) 11,354.14 Enter lock pouch allowance (if applicable) 0.00 11,354.14 Total annual cost for alternate service (annual cost minus lock pouch allowance)

POST OFFICE	U.S. Poetal Sen E CLOSING OR CONS Fact Sheet	OLIDATION PROPOSAL		7, Date Prepared pagingon
2. Post Office Name		5. State and ZIP + 4 Code		-
HOLLAND 4. District, Customer Service: 5, Area, C	ustomer Service	IA 50842-7719	17. Consessa	ional District
HAWKEYE PFC WESTER	Di .	Grunty	04	
	PO Emergency Summends to Suspension	Neutron end Gelle 18	, Proprised Permaner	if Alternate Service
11. Staffing			2. Hours of Service	
A. PW PM Variancy Rosci	or & Date mores	a. Term M-F 07-45 - 11.30, 12:30 - 16:13	Sel 07.46 - 09.15	Total Window Hours Per Week
E CALC CALC	Non-Career	is, Epologi Timer MHF	Set phined	37.00
#150(EAS-11) #E No of Chebs+II No of Career+II No of	grades from EAS-11 Non-Career-1 Non-Career-1		N	
13. Number of Customers 5	sarved	14.	Daily Valums (Proces	
a General Delivery	Ü	Types of Mad	Proceivent	Dispatched
h. P.O. Box	112	a First-Class	965	- 61
t: City Delivery	- 0	ti flevorproter	786	
d. Runi Delivery		t Panel		
n. Highwitz Contract Route Box	0	d Other	- 1	
f. Tistal	112	e. Total	344	- 66
g. No. Receiving Duplicate Service	0	f. No. of Portage Meters		. 0
It. Average No. Delly Tromssofons:	11.70	g list of Permits	1	
Finances & FV 2026 2026 2010		Receipts \$ 36,686 \$ 31,576 \$ 25,678	B. EAS Step 1 PM Sanic Selary (mr Cots) S 33168	e, PM Fringe Benefits (23.8% of b.) 513.111
First at Owned	TEQ. (puerters	Annual Lie	tae \$ 9600
30-stay carcollation slause? Ves Ves N	f 6)	-	(Yea; must vacate by)	NG
17. Schools, Churches and Organization in Servi- Coltae Prestylenan Church	ce Area No 1	18. Administrative/Emerate Name ORUNDY CENTE Vindow Service Hours M-F LOSey main: M-F PO Booss Available: 100.	R PO Livel 16	Miles Away 5.0 SAT 34 hours
18 Buttlesses it Service Area	No B	20. Nearest Post Office // o	Wayner from above	
Holland Fost Office Holland Volunteer Fire Dept, Elevator Lone Tree Inn City Half I Scientishty Bild May Hope Fellowetty CR Church	PlaintSand Cooperative	Name GRUNDY CENTE Writing Service Hours M-F Looply Facure M-F	RPO EAS 16	SAT SAT 24 Years
		PO Boses Avadable 100		
Service Constitution	21. Pro	ричиву		-
Pritted Ratie and Title ANGIE GREEN		Signature ANCIE GREEN		Talaphone No. ACI () (319) 390-2900
PC Discontinuance Coordinator Name:	Telephone No. AC ()	Cocided District Wilder		
KAREN LENANT	(319) 396-2902	CEDAR RAFIDS, TOWN		



A_Office	22122				86350 760	Ye C	ode: 50642
Name: HOLL Area: WEST				District:	State: IA HAWKEYE PFC	2000	000: 00042
Congressional D	nal District 04			County:	Grundy Finance Number	184194	
EAS Grade	11	SECTION AND ADDRESS OF THE SECTION ADDRESS OF THE S	-		Classified Branch	10910	сро 🗍
Post Office	¥	Classified Station	1-1		Dipagniou wiends	ш.	
This form is a pla	ace holder for n	umber 19. And the verificat	son of new	service t	ype is complete,		
						E3650	regerno.
Prepared by:	Karen Len		O			Date	06/08/201
Title:	The second second	PFC Post Office Review	Coordinate	ε.			(319)
Tele Na:	(319) 399-	2902				Fax No:	399-5502



05/04/11

OIC/POSTMASTER

SUBJECT: HOLLAND Post Office

Enclosed are questionnaires addressed to customers of the HOLLAND Post Office. I have also enclosed additional copies of the questionnaires for any retail or other customer who wishes to complete one. Please furnish these questionnaires to retail customers upon request. All completed forms should be forwarded to my office by 05/20/11 for further review.

Karen Lenane

Post Office Review Coordinator

Enclosures



05/04/2011

POSTAL CUSTOMER HOLLAND POST OFFICE HOLLAND, IA 50642

Dear Postal Service Customer.

As the Postal Service manager responsible for all Post Offices in your area, I would like your opinion concerning a possible change in the way your postal service is provided. The recommended change is tentative and will not lead to a formal proposal unless we conclude that it will provide a maximum degree of regular and effective service.

The Postmaster at the Holland Post Office retired on 06/30/2010. The Office is being studied for possible closing or consolidation for the following reasons. Study to request for discontinuance based on declining workload, declining volumes, revenue and the ability of the Postal Service to provide effective and regular service by atternate means.

Briefly, we would like to provide pickup and delivery of your mail, as well as the sale of stamps and all other customary postal services, by rural route service emanating from the Grundy Center Post Office.

We estimate that carrier service would cost the Postal Service substantially less than maintaining the Post Office in your community and still provide regular and effective service. Enclosed is information about some of the services available from the carrier. Retail services are also available at the Grundy Center Post Office, located 5.0 miles away. Hours of service at this office are 08:30-16:30, Monday through Friday, and none on Saturday. Post Office box service is available at this location at increased fees.

I invite you to think about a possible change to rural route service. Please return the enclosed questionnaire by 05/19/2011 using the pre-addressed envelope provided or at the community meeting.

You may, of course, want to discuss this form of service with us before drawing any conclusions. Postal representatives will be at the Holland City Hall on Thursday, May 19, 2011 from 6:00 pm to 7:00 pm to answer questions and provide information about our service. You may wish to discuss and submit your questionnaire at that time.

If you have any questions, you may call Karen Lenane at (319) 399-2902.

Thank you for your assistance.

Sincerely.

THOMAS ALLEN

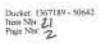
Manager, Post Office Operations

PO Box 9998

Gedar Rapids, Iowa, 52406-9998

Endosures:

Questionnaire and return envelope Summary of Post Office Change Regulations, Carrier delivery information CBU information sheet (when appropriate)



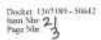
2



Postal Service Customer Questionnaire

Please check the appropriate box to indicate whether you use the HOLLAND Post Office for each of the following:

os	tal Services	Daily	Weekly	Monthly	Never
L	Buying Stamps			LI	
i.	Mailing Letters				
1	Mailing Parcels				
i,	Pick up Post Office box mail	1.1			
	Pick up general delivery mait			EI	
	Buying money orders			1.1	
1	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	17			1
1,	Sending Express Mail	1.1			
	Buying stamp-collecting material			1	
Oth	ner Postal Services				
a.	Entering permit mailings	YES	NO		
ь.	Resetting/using postage meter	YES	NO.		
No	npostal Services				
В	Picking up government forms (such as tax forms)	YES	NO		
b,	Using for school bus stop	YES	☐ NO		
C,	Assisting senior citizens, persons with disabilities, etc.	YES	NO		
	If yes, please explain:				
d.	Using public bulletin board	YES	NO		
e.	Other	YES	NO.		
	If yes, please explain:	_			
Do	you pass another Post Office during business hours while traveling to or from w	ark, or shop	ping, or for	personal r	needs?
		YES	NO		
	If yes, please explain				





		Better	Just as Goo	d	No Opinion	Worse
	If yes	, please explain:				
	-					
	For wh		o you leave your commu	nity? (Check all the	et apply.) Where do you g	o to obtain these
		Shopping				
		Personal needs				
		Banking				
		Employment				
		Social needs				
		N 80 8	- M (4:50)			
	Do yo	u currently use local l	businesses in the commu	nity?		
	If yes,	Time Control	to use them if the Post O	fice is discontinue	d?	
	1.00000000	Yes No				
ame						
tetre	195					

	hone					
hop						

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

DOCKETNO	1367189-50642
TENNO	21
PAGE	9



POST OFFICE ON WHEELS SERVICES AVAILABLE FROM RURAL AND HIGHWAY CONTRACT ROUTE CARRIERS

You can eliminate almost all trips to the Post Office, because doing business with the Postal Service is as close as your mailbox. The carrier can provide virtually all postal services to you, and most transactions do not require meeting the carrier at the mailbox. Some of the most frequently used services are:

MAILING PACKAGES

Carriers will accept packages at the mailbox without a customer being present, provided the postage is fully prepaid, and the customer is known to reside or conduct business at that collection point. The package MUST have a matching return address that is the same as the collection point. If postage has not been applied, estimate the amount of postage needed and leave the money in the mailbox. If insurance is desired, the value of the contents must be specified. The carrier will take the package to the Post Office, and it will be weighed to determine the appropriate rate. The package will be mailed that same day. The carrier will leave the customer's change and insurance receipt, if appropriate, in the mailbox on the next delivery day.

PURCHASING STAMPS BY MAIL

The Stamps by Mail program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, Stamp Purchase Order (Rural), available from the Post Office or the carrier. Commemorative stamps and stamp-collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the United States Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the Post Office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES

Special services such as Certified, Registered, Express Mail, Delivery Confirmation, Signature Confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the Post Office during their absence. Upon return, the customer asks the Post Office to resume delivery.



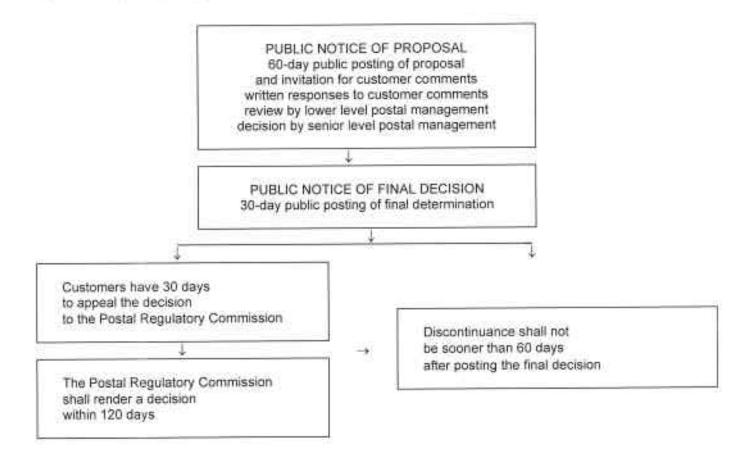
1367189-50642 TEMNO 2-1

SUMMARY OF POST OFFICE CHANGE REGULATIONS PAGE

Certain regulations based on federal law apply when postal managers propose to replace a post office with an alternate form of postal service. These regulations are designed to ensure that the reasons for proposing such changes in postal service are fully disclosed at a stage when customers can make helpful contributions toward a final decision. The full text of the statutory regulations appears in Title 39, United States Code, Section 404(b), while the implementing regulations appear in Title 39, Code of Federal Regulations, Part 241.3.

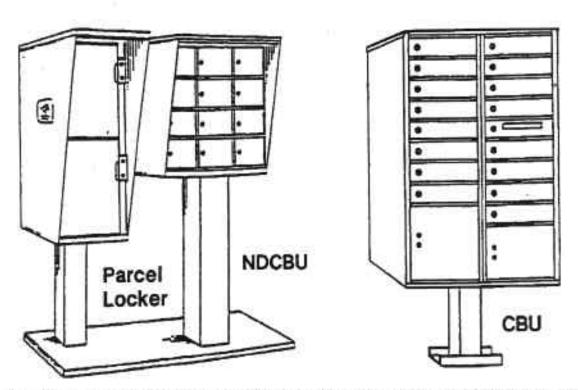
An initial investigation and any subsequent formal proposal to discontinue a post office originate with postal field managers responsible for post offices in that area. The proposal must explain the services recommended as substitutes and the rationale that supports this recommendation. The written proposal is prominently posted for 60 days at affected post offices, along with an "Invitation for Comments," which formally invites customer comments. At the end of the 60-day comment period, additional review is made at lower and upper levels of postal management.

When a final decision is made at Postal Headquarters in Washington. DC, that decision is posted in affected post offices for 30 days, during which customers may appeal the decision to the Postal Regulatory Commission in Washington, DC. The Postal Regulatory Commission has 120 days to consider and decide an appeal. Even without an appeal, no post office may be closed sooner than 60 days after the public posting of the final decision.





Cluster Box Units



Neighborhood Delivery and Collection Box Units (NDCBUs) and Cluster Box Units (CBUs) are secure, free-standing units of individually locked mail compartments that are provided, installed, and maintained by the Postal Service at no cost to customers. These units benefit customers in time and money because they eliminate the customer's cost to install new boxes, and any future replacement and maintenance. A significant benefit of the NDCBUs and CBUs is the security they provide against mail theft and mailbox vandalism. Another advantage is the convenience of depositing outgoing mail in the designated collection compartment in the CBU or NDCBU.

Each customer's unit is large enough to hold several days' accumulation of mail, thereby eliminating the need to have mail held at the Post Office during short periods away from home. For longer periods away from home, customers should continue to contact the Post Office and request their mail to be:

- 1. Held at the Post Office until they return, or
- 2. Delivered to a specified friend or neighbor, or
- Forwarded to their temporary address.

Parcel lockers may be installed next to NDCBUs for receiving packages that do not require a signature. Each CBU includes at least one parcel locker.

Customers are provided keys to their individual mailbox compartments in CBUs and NDCBUs. Parcel locker keys are placed in a customer's mailbox compartment when a parcel is secured in a locker for that customer.



06/08/2011

AMY STAHL 105 WASHINGTON STREET HOLLAND, IA 50642

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Holland Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Holland Post Office should be pursued, a formal proposal will be posted in the Grundy Center Post Office and Holland Post Office at a later date. If you have additional questions or comments, please finel free to contact Karen Lenane at (319) 399-2902.

Sincerety,

Thomas Allen Manager, Post Office Operations PO Box 9998

Cedar Rapids, Iowa, 52406-9998



2



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the HOLLAND Post Office for each of the following:

	stal Services	Daily	Weekly	Monthly	Neve
a.	Buying Stamps		DAG		
b.	Mailing Letters		0		
C.	Mailing Parcels				
d.	Pick up Post Office box mail	版			
Ð.	Pick up general delivery mail			3	
f.	Buying money orders	[]	П		20
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation			805	
h.	Sending Express Mail				額
i,	Buying stamp-collecting material			\Box	150
Ott	er Postal Services			. The same	
8.	Entering permit mailings	YES	M NO		
b	Resetting/using postage meter	YES	III NO		
No	opostal Services		1220		
я.	Picking up government forms (such as tax forms)	YES	M NO		
0.	Using for school bus stop	YES	₩ №		1
	Assisting senior citizens, persons with disabilities, etc.	YES	AN NO		20.
	If yes, please explain:		1877		-7/
i.	Using public bulletin board	W YES	□ NO		
£,	Other	YES	NO NO		
	If yes, please explain:	11 111 2533	>####.00.00.0		
20	ou pass another Post Office during business hours while traveling to or from wo	ork, or shapp	ing, or for p	ersonal nee	ds?
		YES	но 🛍		
	If yes, please explain:	11745.50559			



Shopping Personal needs Banking Employment Social needs you currently use local businesses in the community? Yes No	200040300	Just as Good	No:	Opinion	Worse
Shopping Personal needs Banking Employment Social needs you currently use local businesses in the community? Yes No ss. would you continue to use them if the Post Office is discontinued?	explain:				
Personal needs Banking Employment Social needs you currently use local businesses in the community? Yes No No No No Yes, would you continue to use them if the Post Office is discontinued?					
Personal needs Banking Employment Social needs you currently use local businesses in the community? Yes No es, would you continue to use them if the Post Office is discontinued?	e following do you	eave your community? (Ched	k all that apply.) V	Mere do you go	to obtain these
Banking Employment Social needs you currently use local businesses in the community? Yes No es, would you continue to use them if the Post Office is discontinued?	ping				
Social needs you currently use local businesses in the community? Yes No es, would you continue to use them if the Post Office is discontinued?	anal needs				
Social needs you currently use local businesses in the community? Yes No Yes, would you continue to use them if the Post Office is discontinued?	ing				
o you currently use local businesses in the community? Yes No yes, would you continue to use them if the Post Office is discontinued?	oyment				
yes, would you continue to use them if the Post Office is discontinued?	l needs				
	- 1	hem if the Post Office is disco	ntinued?		
105 Washington Street Holland, JA					

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



BRENT AND NEDRA VAUGHAN PO BOX 524 HOLLAND, IA 50642

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Holland Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Holland Post Office should be pursued, a formal proposal will be posted in the Grundy Center Post Office and Holland Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Thomas Allen Manager, Post Office Operations PO Box 9996

2.



Postal Service Customer Questionnaire

Po	stal Services	Daily	Weekly	Monthly	Never
a.	Buying Stamps			X	
b.	Mailing Letters			X	
0	Mailing Parcels			A	
ď.	Pick up Post Office box mail	X			
€.	Pick up general delivery mail	X			
f.	Buying money orders				de
g	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation				X
ħ	Sending Express Mail			X	
Ç.	Buying stamp-collecting material				OX
Ott	er Postal Services				
a.	Entering permit mailings	YES	NO		
b.	Resetting/using postage meter	YES	X NO		
No	postal Services				
a.	Picking up government forms (such as tax forms)	YES	₩ NO		
b.	Using for school bus stop	YES	NO.		
G.	Assisting senior citizens, persons with disabilities, etc.	YES	NO		
	if yes, please explain:		100000000		_
d.	Using public bulletin board	YES	NO X		
e.	Other	YES	X NO		
	If yes, please explain:		/		
Do	you pass another Post Office during business hours while traveling to or from wi	ork, or shopp	ing, or for p	ersonal ne	eds?
		YES	X NO		
	If yes, please explain:	1844 1000	, ,		



3.	Post Offic	e box service of are to your curr	or general del	ivery service,	to your delivery ser complete this section	vice — proceed to quen. How do you think	carrier route	you currently receiv delivery service	ie.
		Better		Just as	Good	No Opinion	ř.	Worse	
	If yes,	please explain	Fleas	Se don	t put th	e now he	SKES	on the	Thought
	15	Put in	to it	for plai	cement.			- Prill 1500 17	
4.	For wh	ich of the follows?	wing do you le	lave your con	munity? (Check all	that apply.) Where d	o you go to o	obtain these	
	X	Shopping \	Stow	0100	/ Cedar	9115			
	X	Personal ne	eds Wo	ateclos	/cedor fo	N)Z			
	X	Banking \	WOOD STATE	v	Cedar Falls				
	M	Employment	Cedar	- falls					_
	V	Social needs	400	er/ob/	Cedar f	2115/6ru	idy C	poter	_
							1	01.1 01	-
5.	Do you	currently use			munity? A Office				
	If your 1	Constitution States		MIN. IN SHIP SEE	Office is discontinu	- 19			
	2.50	Yes 🗌	No	em marus	Onice is discontini	EU/			
Varrie	Bre	ant and	near	a Uqu	than				
\ddn	P.	O. Bo	X 52	4 HO	and I	4 50642	(10	5 Frank	lln 57.)
Telep	hone	31975	824-	3775)				_
Dete:	5-5	31-20	110						
Ser.			- (2)						



GEORGE AND MINNIE SCHMIDT 18679 210TH STREET HOLLAND, IA 50642

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Holland Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Holland Post Office should be pursued, a formal proposal will be posted in the Grundy Center Post Office and Holland Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Thomas Allen Manager, Post Office Operations PO Box 9998

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Postal Service Customer Questionnaire

Po	stal Services	Daily	Weekly	Monthly	Never
a	Buying Stamps			8	
b.	Mailing Letters	\boxtimes			
ç.	Mailing Parcels				
d.	Pick up Post Office box mail		7.11		
ė,	Pick up general delivery mail				-
f.	Buying maney orders		(3)		
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation		13	10	
h.	Sending Express Mail				1
Ľ:	Buying stamp-collecting material				14
Oti	ner Postal Services				
в.	Entering permit mailings	YES	X NO		
b.	Resetting/using postage meter	YES	X NO		
No	npostal Services				
a.	Picking up government forms (such as tax forms)	YES	X NO		
b 2	Using for school bus stop	YES	X NO		
Ċ.	Assisting senior citizens, persons with disabilities, etc.	YES	N NO		
	Use all above but no regula	r, Q	ays	art :	
d,	Using public bulletin board A read it	YES	K NO		
e.	Other	YES	NO X		
	If yes, please explain:				
Do	you pass another Post Office during business hours while traveling to or from w	ork, or shop	ping, or for	personal ne	eds?
		YES	Z NO		
	It yes, please explain: Lome Unes Ludy Centre				
	white former former				



	Better	Just as Good	No Opinion	Worse
If ye	s, please explain:			
For w	thich of the following d	o you leave your community? (Chec	k all that apply.) Where do you g	o to obtain these
8	Shapping Lu	reducenter mo	ushalown	
X	Personal needs	1.6	11	
X	Banking	13	/ (
	Employment	retino		
1	Social needs			
	C. C. CO. C. C. Marchine, C.	CONTROL OF THE CASE OF THE CONTROL O		
	Yes No	usinesses in the community? use them if the Post Office is disco	ntinued? Achmill	
If yes,	Yes No Would you continue to		ntinued? Albalila 50	642



FRED ABELS 20902 J AVE HOLLAND, (A 50542

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Holland Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Holland Post Office should be pursued, a formal proposal will be posted in the Grundy Center Post Office and Holland Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 398-2902.

Sincerely,

Thomas Allen Manager, Post Office Operations PO Box 9998

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Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the HOLLAND Post Office for each of the following:

Po	stal Services	Dalty	Weekly	Monthly	Never
2	Buying Stamps			X	
b.	Mailing Letters		X		
Ç.	Mailing Parcels			X	
d.	Pick up Post Office box mail		[]	X	
e.	Pick up general delivery mail			X	
f.	Buying money orders				X
3	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation		13	×	
4.	Sending Express Mail				×
e e	Buying stamp-collecting material				X
Otl	er Postal Services				
a.	Entering permit mailings	YES	X NO		
1	Resetting/using postage meter	YES	X NO		
No	npostal Services				
1.	Picking up government forms (such as tax forms)	YES	X NO		
1.	Using for school bus stop	YES	M NO		
	Assisting senior citizens, persons with disabilities, etc.	YES	X NO		
	If yes, please explain:				
d.	Using public bulletin board	YES	X NO		
e.	Other	YES	X NO		
	If yes, please explain:				-
ο	you pass another Post Office during business hours while travelling to or from w	ork, or shopp	ing, or for p	personal ne	eds?
		X YES	□ NO		
	If yes, please explain:				

Grundy Center, Wellsburg



	Better	Just as Good	No Opinion	Worse
f yes,	please explain			
ar whi ervice		o you leave your community?	(Check all that apply.) Where do you g	go to obtain these
×	Shopping GY	undy Center	, Eldova, Wat	enloo-Cedav
×	Personal needs	Erundy Cent	1	
X	Banking G	runde Center	, bank closed	brunch at
×	Employment G	- rundy Cert		
×	Social needs (in, Wellsburg	
		7	7	
o you		usinesses in the community?		
	Yes X No		16 0 W	
yes, v	would you continue to	o use them if the Post Office is	discontinued?	
	Yes No			
FI	RED A	BELS		
8	20902	I are	, Holland)
ie:	219-97	4-6428/3	19-640-2	(10)



SHANNON PETERSEN 22818 170TH STREET HOLLAND, IA 50842

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Holland Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

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Sincerely,

Thomas Allen Manager, Post Office Operations PO Box 9998



Postal Service Customer Questionnaire

05	al Services	Daily	Weekly	Monthly	
	Buying Stamps				X
,	Mailing Letters				X
	Mailing Parcels			[]	X
1.	Plak up Post Office box mail			\Box	X
	Pick up general delivery mail			[,]	X
Ē.,	Buying money orders				X
9	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation				X
h.	Sending Express Mail				\times
	Buying stamp-collecting material				×
	er Postal Services				
ા. 8.:	Entering permit mailings	YES	X NO		
b.	Resetting/using postage meter	YES	⊠ NO		
No	npostal Services		- 2		
a.	Picking up government forms (such as tax forms)	YES	× NO		
ь	Using for school bus stop	YES	NO		
c.	Assisting senior citizens, persons with disabilities, etc.	YES	X NO		
	If yes, please explain:				_
d.	Using public bulletin board	YES	NO	Ÿ.	
35 100	SCHARLES AND	YES	×NO	ř.	
a.	Other	11-11-11-11-11-11	1960		
	If yes, please explain:				
Do	you pass another Post Office during business hours while traveling to or from v				needs
		YES	_ NO	85	



	Better	Just as Good	No Opinio	n Worse
If yes	s, please explain			
_				
For what service		o you leave your community? (C	heck all that apply.) Where	do you go to obtain these
X		ador Falls Wa	terlos Grund	ly Center
X	Personal needs		W	
XX	Banking			
X	Employment	Cedar Falls		
X	Social needs			
1				
Do yo	THE STREET STREET	usinesses in the community?	G	
If ves	Yes No	o use them if the Post Office is o	iscontinued?	
,	Yes No			
2	-1	01		
_	Mannon	retersen		
	1 RIBGE	70th St 46	land IA	50642
a: (



RICHARD AND YVONNE BERTRAM 21801 190TH STREET HOLLAND, IA 50642

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Holland Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Hotand Post Office should be pursued, a formal proposal will be posted in the Grundy Center Post Office and Holland Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Thomas Allen Manager, Post Office Operations

PO Box 9998

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Postal Service Customer Questionnaire

Pos	stal Services	Daily	Weekly	Monthly	Never
a.	Buying Stamps			M	
b.	Mailing Letters			Ø	\square
g.	Mailing Parcels			KI	×
d.	Pick up Post Office box mail				2
e,	Pick up general delivery mail			12	
ŧ.	Buying money orders				M
9	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation			12	
h	Sending Express Mail			\Box	1
i.	Buying stamp-collecting material				100
Ot	ner Postal Services				
a.	Entering permit mailings	YES	E NO		
b	Resetting/using postage meter	YES	NO		
No	npostal Services				
a,	Picking up government forms (such as tax forms)	YES	NO NO		
b,	Lising for school bus stop	YES	NO		
ū.	Assisting senior citizens, persons with disabilities, etc.	YES	NO		
	If yes, please explain				
ď.	Using public bulletin board	YES	₽ NO		
e.	Other	YES	NO		
	If yes, please explain:				
Do	you pass another Post Office during business hours while traveling to or from w	ork, or shop	ping, or for	personal r	eeds?
255		YES	□ NO		
	If yes, please explain: We are to Shandy Center	,,.	4/-	- 1	91
	- cueros is somey resident	100	at and		Ü. i
	50		200	A CALL	

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	Better	Just as Good	No Opinion	Worse
If yes	please explain			
For wh		o you leave your community? (Che	ck all that apply.) Where do you go	to obtain these
1	Shopping &	As Center I Was	teclos)	
12-	Personal needs	Etronia conter	Circ.	
171-	Banking &	unda Coulle		
	Employment	A		
21	Social needs	Conser Contex. 1134	chilles	
		Carried States of the		
Do you	ourrently use local t	ousinesses in the community?		
	Yes No			
If yes,		o use them if the Post Office is disc	continued?	
	Yes No			
×	Puland.	s Vionne Be	etten)	
58:	31801	190 to St.		
	11 /1/10	1 - 70 806	1/2 - 319_8 a	42000
none:	77 01676	had a solve of the solution of	1	the state of



REV RICK VOLLEMA 20979 150TH STREET HOLLAND, IA 50642

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Holland Post Office. Your comments, along with others received; will be included in the official record and considered carefully before further action is taken.

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Sincerely.

Thomas Allen Manager, Post Office Operations

PO Box 9998

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Postal Service Customer Questionnaire

F	os	tal Services	Daily	Weekly	Monthly	Never
á	į.	Buying Stamps			X	
b	ķ.	Mailing Letters		X		
ķ		Mailing Parcels			X	\square
	i,	Pick up Post Office box mail				X
E	3,	Pick up general delivery mail				X
1	7	Buying money orders				X)
3	1	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation			X	
1	1.	Sending Express Mail			\times	
1		Buying stamp-collecting material				X
3	Oth	er Postal Services				
3	i,	Entering permit mailings	YES	X NO		
1	b.	Resetting/using postage meter	YES	X NO		
i	Noi	npostal Services				
0.00	A.	Picking up government forms (such as tax forms)	X YES	□ NO		
000000	Ь,	Using for school bus stop	YES	X NO		
0.000	C.	Assisting senior citizens, persons with disabilities, etc.	YES	X NO		
		If yes, please explain:				
	d.	Using public bulletin board	YES	% ио		
	в.	Other	YES	NO		
		If yes, please explain:	-			
100	Do	you pass another Post Office during business hours while travelling to or from w	ork, or shap	ping, or for	personal r	eeds7
		TO CONTRACT CONTRACTOR AND THE CONTRACTOR OF THE	YES	□ NO		
		If yes, please explain:	SOMETI	wes - P	HEKERS	BURG
		LS CLOSER THAN GREMON CHIR- SO IF WE DON'T LISE HOLLAND	tis has	Pauceese	W2.6	



		Better	Just as Good	☐ No	Opinion	Worse
	If yes,	please explain:				
	=					
	For wh		o you leave your commun	ty? (Check all that apply.) V	Miere do you go to o	btain these
	X	Shopping Pau	2 curamas Bas	ATENDO		
	X	The contract of the left	Color of the Color	LATE, OF, WHITE	2.7%	
	X	Banking Prices				
		Employment				
	150	Social needs				
ne.	*Re	Ves No	LEMA			
	7.1	9179 150				
epř	ione: 3	319-346-	090			
	1911	7711				
e						
ate: lease	add any	y additional commen juestionnaire.	ts on a separate piece of p	aper and attach it to this for	rm. Thank you for tai	ong the time to



RALPH STERNHAGEN PO BOX 501 HOLLAND, IA 50642

Dear Postal Service Customer.

Thank you for returning your questionnaire concerning the proposed discontinuance of the Holland Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Holland Post Office should be pursued, a formal proposal will be posted in the Grundy Center Post Office and Holland Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Thomas Allen Manager, Post Office Operations PO Box 9998

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Postal Service Customer Questionnaire

Pos	stal Services	Daily	Weekly	Monthly	Never
3.	Buying Stamps		D		
b.	Mailing Letters				
c	Mailing Parcels			122	
d.	Pick up Post Office box mail	73			
e	Pick up general delivery mail	Ø			
£.	Buying money orders			E	
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation			TZ.	
h.	Sending Express Mail			田	
6	Buying stamp-collecting material			THE	
Oth	er Postal Services				
B.	Entering permit mailings	YES	II NO		
b.	Resetting/using postage meter	YES	I NO		
Nor	postal Services				
1.	Picking up government forms (such as tax forms)	YES	NO		
	Using for school bus stop	YES	₽ NO		
	Assisting senior citizens, persons with disabilities, etc.	YES	NO.		
	If yes, please explain:				
đ,	Using public bulletin board	1 YES	No		
8.	Other	YES	□ NO		
	If yes, please explain:				_
Jo y	ou pass another Post Office during business hours while traveling to or from w	ork, or shopp	ing, or for p	personal ne	eds7
		YES	□ NO		
	Tryes, please explain. Comton Post Olking	-			
	The state of the s				



	empare to your current service?
	Better Just as Good No Opinion Worse
	yes, please explain: Anticopate may long more packages from st
	CRANCE VOLISITATIST.
	r which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these rvices?
	Shopping Great Contra Waterland
	Personal needs
	Banking Adams Contra
	Employment 4
	Social needs
	you currently use local businesses in the community? [M] Yes [] No
	yes, would you continue to use them if the Post Office is discontinued?
	Yes No
ne:	P.O. Ber 501 ad 4 and the Holland Source, 5064
	SECTION CONTRACTOR SECTION AND ADDRESS.
ph	319-874-6032
	NOTE TO STATE OF THE PARTY OF T
	Nag 13 - 2011
mple	May 13 - 201/ Id any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to this questionnaire.
e: ase	Id any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to this questionnaire. Ing people do not have the opportunity to go to a Post of the opportunity.
te:	May 13 - 201/ Id any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to this questionnaire.



LURAY NEESSEN 500 4TH AVE HOLLAND, IA 50642

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Holland Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Holland Post Office should be pursued, a formal proposal will be posted in the Grundy Center Post Office and Holland Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Thomas Alien Manager, Post Office Operations PO Box 9998

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Postal Service Customer Questionnaire

Po	stal Services	Daily	Weekly	Monthly	Never
Ð,	Buying Stamps			\boxtimes	
b.	Mailing Lettera		083		
c	Mailing Parcels			100	
d.	Pick up Post Office box mail	×			
e,	Pick up general delivery mail				Ø
t,	Buying money orders			177	\boxtimes
9:	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation				\boxtimes
ħ.	Sending Express Mail			N	
U	Buying stamp-collecting material				×
Oti	ner Postal Services				
а.	Entering permit mailings	YES	⊠ NO		
ь,	Resetting/using postage meter	YES	⊠ NO		
No	npostal Services				
a.	Picking up government forms (such as tax forms)	YES	⊠ NO		
ь.	Using for school bus stop	YES	⊠ NO		
ď.	Assisting senior citizens, persons with disabilities, etc.	YES	⊠ NO		
	If yes, please explain:				- 12
d.	Using public bulletin board	YES	⊠ NO		
e,	Other	YES	⊠ NO		
	If yes, please explain:				_
Do	you pass another Post Office during business hours while traveling to or from w	ork, or shopp	oing, or for	personal ne	eds?
		YES	X NO	For was	YK
	If yes, please explain:	fors	happin		
			200 =	4	



	Better	Just as Good	No Opinion	Worse
If yes	, please explain:			
-				
For wi		to you leave your community? (Chi	eck all that apply.) Where do you g	o to obtain these
180	Shapping 6	indy Center		
	Personal needs			
\mathbb{Z}	Banking Gra	may Center		
120		weshalltown		
	Social needs			
Do yo	Company of the same	businesses in the community?		
	Yes No		5.12	
If yes	C	to use them if the Post Office is dis	continued?	
	Yes No			
	A A			
44	IKAY NEES	Sen		
98: £	OO WITH AU	ε,		
tone:	314-824	48011		



DARYL WALTERS 207 WASHINGTON HOLLAND, IA 50642

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Holland Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

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Sincerely,

Thornas Allen Manager, Post Office Operations PO Box 9998



Postal Service Customer Questionnaire

05	tal Services	Daily	Weekly	Monthly	Neve
1.	Buying Stamps			\bowtie	
	Mailing Letters		×		
	Mailing Parcels		X		
d.	Pick up Post Office box mail	X			
е.	Pick up general delivery mail		X		\Box
t: :	Buying money orders	9			X
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation			\bowtie	
h.	Sending Express Mail				X
	Buying stamp-collecting material				X
Oth	er Postal Services				
a.	Entering permit mailings	YES	NO NO		
b.	Resetting/using postage meter	YES	⊠ NO		
No	npostal Services				
в.	Picking up government forms (such as tax forms)	YES	X NO		
b.	Using for school bus stop	YES	⋈ NO		
C,	Assisting senior citizens, persons with disabilities, etc.	YES	X NO		
	If yes, please explain:				
d.	Using public bulletin board	YES	Ø NO		
e.	Other	YES	X NO		
	If yes, please explain:				_
Do	you pass another Post Office during business hours while traveling to or from v	rork, or shop	ping, or for	personal	needs?
		Y YES	I NO		



Better	Just as Good	No Opinion	Worse
If yes, please explain:			
	do you leave your community? (Che	ck all that apply.) Where do you	go to obtain these
services? X Shopping G)	undy Center, W	storing Eld	L- 0
	in ay center, or	11 11	31-4
	1 . 4		
0	undy center		
Employment	Eldorg		
Social needs			
	l businesses in the community?		
☐ Yes X No	0		
☐ Yes X No		continued?	
☐ Yes 🔀 No	o e to use them if the Post Office is disc	continued?	
☐ Yes 🔀 No If yes, would you continue ☐ Yes ☐ No	o e to use them if the Post Office is disc o	continued?	
Yes X No If yes, would you continue Yes No	o e to use them if the Post Office is disc	continued?	
☐ Yes 🛛 No If yes, would you continue ☐ Yes ☐ No me: D 9 Fy]	to use them if the Post Office is disc watter S	continued?	
Tyes X No If yes, would you continue Tyes □ No If Yes □ No If Ye	o to use them if the Post Office is disco o Watters ashington	5+.	-121N
☐ Yes X No If yes, would you continue ☐ Yes ☐ No me: D 9 ry 1 tress: ≥ D 7 W	o to use them if the Post Office is disc ω ω ω ω ω ω ω ω ω ω	5+.	-1210



CHARLES FREEZE 21722 210TH STREET HOLLAND, IA 50842

Dear Postal Service Customer:

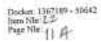
Thank you for returning your questionnaire concerning the proposed discontinuance of the Holland Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

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Sincerely,

Thomas Allen Manager, Post Office Operations

PO Box 9998





Postal Service Customer Questionnaire

Pos	tal Services	Daily	Weekly	Monthly	
8.	Buying Stamps				X
b.	Mailing Letters			\boxtimes	
g.	Mailing Parcels				\boxtimes
- -	Pick up Post Office box mail				X
e.	Pick up general delivery mail				$ \nabla$
f	Buying money orders				X
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation				V
h.	Sending Express Mail				-[X
W.	Buying stamp-collecting material				X
	ner Postal Services				
a	Entering permit mailings	YES	NO NO		
b.	Resetting/using postage meter	YES	X NO		
No	npostal Services		2		
B.	Picking up government forms (such as tax forms)	YES	NO NO		
ь.	Using for school bus stop	YES	M NO		
c.	Assisting senior difizens, persons with disabilities, etc.	YES	₩ NO	88	
	If yes, please explain:				
d.	Using public bulletin board	YES	X NO		
В.		YES	⊠ NO	,	
80	If yes, please explain:				_
D	o you pass another Post Office during business hours while traveling to or from t	vork, ar sho	oping, or to	r personal	needs
	20.20	X YES			
	If yes, please explain:				

ŧ.



	Better	Just as Good	No Opinion	Worse
if ye	es, please explain:			
4. For v	which of the following o	do you leave your community? (Chec		
I	Shopping	Lemply Conter	Color Fac	le
X	Personal needs	Sundy Contr		
X	Banking	4 2 4 4		
	Employment			
	Social needs			
5. Do	you currently use local	businesses in the community?		
	Yes Mo	iù:		
	and the part of the contract of	to use them if the Post Office is disc.	ontinued?	
If ye	is, would you continue			
If ye	Yes 🖺 No	2		
If ye		Y Los Dean	Freeze	
ANT-THE T		1 dea Dean 210th St	Freeze Halland	la 50642
Name:	21722	1 don Dean 210th ft	Freeze Dralland	la 50642



LEON MEESTER 19745 150TH STREET HOLLAND, IA 50642

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Holland Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Holland Post Office should be pursued, a formal proposal will be posted in the Grundy Center Post Office and Holland Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely.

Thomas Allen Menager, Post Office Operations

PO Box 9998

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Postal Service Customer Questionnaire

08	tal Services	Daily	Weekly	Monthly	Neve
k.	Buying Stamps			Z	
50	Mailing Letters	75			
Œ.	Mailing Parcels			X.	
d.	Pick up Post Office box mail			75	
в.	Pick up general delivery mail			24	
r.	Buying money orders			X	
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation			1	
h.	Sending Express Mail			18	
L	Buying stamp-collecting material			X	
Oti	er Postal Services				
a.	Entering permit mailings	YES	⅓ NO		
ь	Resetting/using postage meter	YES	I\$ NO		
No	npostal Services				
в.	Picking up government forms (such as tax forms)	YES	X NO		
b.	Using for school bus stop	YES	₹ NO		
G.	Assisting senior citizens, persons with disabilities, etc.	YES	₹ NO		
	If yes, please explain:	-			
d,	Using public bulletin board	YES	⊅ NO		
e.	Other	YES	Ŋ NO		
	If yes, please explain:	-			
Do	you pass another Post Office during business hours while traveling to or from w	110000000000000000000000000000000000000	Samuel Control of the	personal	needs?
		YES	FNO		
	If yes, please explain:				



	Better	Just as I	Good	No Opinion	Worse
If yes	please explain:				
_					
For wh		you leave your com	munity? (Check all that a	apply.) Where do you s	to obtain these
X	Shopping				
X	Personal needs				
X	Banking				
	Employment				
5%	Social needs				
			000 to 40 a		
До уо	u currently use local b	usinesses in the con	emunity?		
If yes;	9	use them if the Pos	t Office is discontinued?		
	⅓ Yes ☐ No				
	Lon Me	estor			
s .	9745 1	soth S	T. Hol	land, IA.	50647
		1-5250			



CHARLES HAMAN 210 WASHINGTON STREET HOLLAND, IA 50842

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Holland Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

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Sincerely,

Thomas Allen Manager, Post Office Operations PO Box 9998

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Postal Service Customer Questionnaire

Pos	tal Services	Daily	Weekly	Monthly	Never
a.	Buying Stamps			X	
b.	Mailing Letters		X		
C.	Mailing Parcels			X	
d,	Pick up Post Office box mail	X			
θ,	Pick up general delivery mail	X			
f.	Buying money orders				X
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation			X	П
h.	Sending Express Mail				X
l _{er}	Buying stamp-collecting material				X
Oth	er Postal Services				50
8	Entering permit mailings	YES	₩ NO		
b.	Resetting/using postage meter	YES	X NO		
Non	postal Services				
a.	Picking up government forms (such as tax forms)	YES	NO X		
b.	Using for school bus stop	YES	X NO		
c.	Assisting senior citizens, persons with disabilities, etc.	YES	□ NO		
	If yes, please explain:				
d.	Using public bulletin board	X YES	□ NO		
e.	Other	YES	□ NO		
	If yes, please explain: Activities in Houann + Post To	us of	Dusty		
Do	ou pass another Post Office during business hours while traveling to or from w	ork, or shopp	oing, or for	personal re	eds?
		X YES	NO		
	If yes, please explain:				



Better	Just as Good	No Opinion	Worse
If yes, please explain:			
For which of the followi services?	ng do you leave your community? (Chr	eck all that apply.) Where do you g	o to obtain these
Shopping	Family Foods &	WALMART	
Personal nee		Ü4	
Banking	6NB Garady Cer	uter .	
-Employment	STUDENT JULY		
Social needs		+ Waterion Jen	· A
	SIGNOY CENTER	T WHILLIAM	
Do you currently use to	cal businesses in the community?		
√ Yes	No		
	ue to use them if the Post Office is dis	continued?	
X Yes	No		
Chapter	A. Haman		
		- 111 000 100 100	
s: 210 Wi	Hhington STREE	I, HOLLOND 17	54305-AMB
one 1-319-	824-6493		
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5 110/201			

DOCKETNO 1347189-50442 ITEHINO 22 PAGE 136

Angie Green Post Office Review Investigator Po Box 9998 Cedar Rapids IA 52401-9998

Dear Angie,

I have filled out your questionnaire and thought you might like to know how I feel about the Post Office in town closing. Theoretically speaking it is a good idea for the Postal Service to close this office, it would save money in the long run for the Postal Service. What I am worried about is the service to the community especially the elderly. Granted five miles to get your mail every day doesn't seem like very far, but to the elderly it is quite a stretch. Especially during the winter months when the roads are icy and full of snow. Plus the price of gasoline makes trips to town every day questionable.

Granted this is not the case for the younger adults, especially the ones who have kids as we usually go to town (Grundy Center) once a day, for supplies school activities, church ECT...

I do like the idea of your Neighborhood Delivery and Collection Box units and or Cluster Box units. Using this case scenario you would probably only save money by not having to pay for electrical and heat for the postal building. You would still have to pay the carrier to fill the mail boxes. It would probably take longer to fill the boxes in the units than to fill the boxes at the post office. I also would hate to see the Postmaster at our Post office lose her job because of the close down. Maybe you could use her services at the Grundy office if you choose to have the mail distributed at Grundy center. She could handle the extra load that Grundy would experience if our mail had to be picked up there. We also would need postal boxes at Grundy Center so we could get our mail after hours. As most of us work out of town in Waterloo or Marshalltown, and don't get off work until 5:00pm. I don't know how the Grundy Post Office is set up to handle the extra load.

That's the one bad thing I don't like about the post office it closes too early for those who work out of town. The only time you can pick up packages or send them is on Saturday. Other than that service is great.

I am sure you are going to hear a lot of negative comments about the Post Office closing, just because it is inconvenient, and of course its change and most people don't like change. Good luck with your project! I wish you the best.

Yours Truly

Charles Haman



KENNETH FOWLKES 302 WASHINGTON HOLLAND, IA 50642

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Holland Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Holland Post Office should be pursued, a formal proposal will be posted in the Grundy Center Post Office and Holland Post Office at a later date. If you have additional questions or comments, please feel free to contact Kareh Lenane at (319) 399-2802.

Sincerely,

Thomas Alien Manager, Post Office Operations PO Box 9998

Cedar Rapids, lowe, 52405-9998

Decket 1367189 - 50642 Itun Mir 3. 2. Page Nin | 64 | 64

2.



Postal Service Customer Questionnaire

Pos	stal Services	Dally	Weekly	Monthly	Never
a.	Buying Stamps			X	
60	Mailing Letters		X		
ć.	Mailing Parcels			X	
ď,	Pick up Post Office box mail	X			
e.	Pick up general delivery mail				K
f.	Buying money orders				X
g	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation			=	X
h,	Sending Express Mail				X
i,	Buying stamp-collecting material				X
Oti	ner Postal Services				70
a.	Entering permit mailings	YES	⊠ NO		
ь.	Resetting/using postage meter	YES	₩ NO		
No	npostal Services				
8.	Picking up government forms (such as tax forms)	YES	⊠ NO		
ь	Using for school bus stop	YES	NO		
¢,	Assisting senior citizens, persons with dissbillities, etc.	YES	X NO		
	If yes, please explain:				
d.	Using public bulletin board	YES	⊠ NO		
e.	Other	YES	□ NO		
	If yes, please explain:				_
Do	you pass another Post Office during business hours while traveling to or from w	ork, or shop	ping, or for	personal n	eeds?
		YES	X NO		
	If yes, please explain:		-10		



	Better	Just as Good	No Opinion	Worse Worse
If yes, ples	ase explain:			Α
10 00000				
For which o services?	of the following do you les	ive your community? (Che	ck all that apply.) Where do you o	go to obtain these
X si	hopping Grush	dy Cent	rer/Waterloo	1- Ceclar F
1,636	ersonal needs \	1)	- 17	1 (
Market .	anking		_	
XI E	mployment			
⊠ s	ocial needs			
Do you cur	rently use local business Yes 🐼 No	es in the community?		
If yes, wou	7	em if the Post Office is disc	ontinued?	
	Yes 🖄 No			
ime: KRY	meth F	ow Ikes		
idress 30	DA Was	hington t	tolkind, IA	
lephone: -	319-826	1-3143		
_	14-11			
ste: -				



J. STOAKES 202 2ND AVE HOLLAND, IA 50642

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Holland Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Holland Post Office should be pursued, a formal proposal will be posted in the Grundy Center Post Office and Holland Post Office at a later date. If you have additional questions or comments, please feel free to contact Kareri Lenane at (319) 399-2902.

Sincerely,

Thomas Allen Manager, Post Office Operations PO Box 9996

Cedar Rapids, Iowa, 52406-9998



Postal Service Customer Questionnaire

Buying Stamps Mailing Letters			Z	
		200		
65		1		
Mailing Parcels		1.1		N
Pick up Post Office box mail		>		
Pick up general delivery mail		1		ं
Buying money orders				1
Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	\Box			1
Sending Express Mail				1
Buying stamp-collecting material				1
er Postal Services				
Entering permit mailings	YES	NO.		
Resetting/using postage meter	YES	ZNO		
postal Services				
Picking up government forms (such as fax forms)	YES	12 NO		
Using for school bus stop	YES	No No		
Assisting senior citizens, persons with disabilities, etc.	YES	NO.		
If yes, please explain:				
Using public bulletin board	YES	№ NO		
Other	YES	Z NO		
If yes, please explain:	<u> </u>			
you pass another Post Office during business hours while traveling to or from w	ork, or shop	ping, or for	personal n	eeds?
	YES	✓ NO		
If yes, please explain:				
	Pick up general delivery mail Buying money orders Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation Sending Express Mail Buying stamp-collecting material or Postal Services Entering permit mailings Resetting/using postage meter postal Services Picking up government forms (such as tax forms) Using for school bus stop Assisting senior citizens, persons with disabilities, etc. If yes, please explain: Using public bulletin board Other If yes, please explain:	Buying money orders Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation Sending Express Mail Buying stamp-collecting material Prostal Services Entering permit mailings Resetting permit mailings Resetting up government forms (such as tax forms) Using for school bus stop Assisting senior citizens, persons with disabilities, etc. If yes, please explain: Using public bulletin board Other If yes, please explain: Tou pass another Post Office during business hours while traveling to or from work, or shop	Pick up general delivery mail Buying money orders Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation Sending Express Mail Buying stamp-collecting material Pr Postal Services Entering permit mailings Resetting/using postage meter postal Services Picking up government forms (such as fax forms) Using for school bus stop Assisting senior citizens, persons with disabilities, etc. If yes, please explain: Using public bulletin board Other If yes, please explain: Four pass another Post Office during business hours while traveling to or from work, or shopping, or for yes. No	Pick up general delivery mail Buying money orders Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation Sending Express Mail Buying stamp-collecting material Postal Services Entering permit mailings Resetting/using postage meter postal Services Picking up government forms (such as tax forms) Using for school bus stop Assisting senior citizens, persons with disabilities, etc. If yes, please explain: Using public bulletin board Other If yes, please explain: Tou pass another Post Office during business hours while braveling to or from work, or shopping, or for personal in yes. NO YES NO NO YES NO



	Better	Just as Good	No Opinion	Worse
lf ye	es, please explain:			
-				
	which of the following dices?	o you leave your community? (Che	ck all that apply.) Where do you g	o to obtain these
1	Shopping			
5	Personal needs			
1	Banking			
V	Employment			
1	Social needs			
		MANAGE SELECTION OF STREET WAS ASSESSED.		
Do y	you currently use local to Yes X No	ousinesses in the community?		
lf ye		o use them if the Post Office is dis-	continued?	
7.0	🕳 Yes 🗌 No			
	. 21 1	a		
	Jeh Stork	<u>B</u>		
-	Value 1 and 1	ave hollend I	A S 0 6 4 C	
180	ZCD and			
s:	319 \$243	810		



ALAN HARBERTS 19605 N AVE HOLLAND, IA 50642

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Holland Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Holland Post Office should be pursued, a formal proposal will be posted in the Grundy Center Post Office and Holland Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Thomas Allen Manager, Post Office Operations PO Box 8998

Cedar Rapids, Iowa, 52406-9998

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Postal Service Customer Questionnaire

Pos	ital Services	Daily	Weekly	Monthly	Never
a.	Buying Stamps			X	land.
b.	Mailing Letters			X	
C.	Mailing Parcels			\sim	
đ.	Pick up Post Office box mail				X
8.	Pick up general delivery mail				×
£.	Buying money orders				×
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation			\searrow	
h.	Sending Express Mail				N
Æ	Buying stamp-collecting material				×
Ot	her Postal Services		owene		
2.	Entering permit mailings	YES	> NO		
b.	Resetting/using postage meter	YES	X NO		
No	onpostal Services				
a.	Picking up government forms (such as tax forms)	YES	X NO		
b,	Using for school bus stop	YES	X NO		
Ċ.	Assisting senior citizens, persons with disabilities, etc.	YES	× NO		
	If yes, please explain:				
d.	Using public bulletin board	YES	Х ио		
е.	Other	YES	NO NO		
	If yes, please explain:	-			
D	o you pass another Post Office during business hours while traveling to or from v				needs?
		YES	X NO	M	
	If yes, please explain:				



	Better	X Jus	t as Good		No Opinion	Worse
If yes,	please explain:					
or wh	nich of the following o	to you leave your	community? (Che	eck all that app	ly.) Where do you g	o to obtain these
X	Shopping					
y.	Personal needs					
X	Banking					
V	Employment					
V	Social needs					
	27 83 900	U TV SWA	V.Z-Z-Z-Z-Z-Z-Z-Z-Z-Z-Z-Z-Z-Z-Z-Z-Z-Z-Z-			
Оо уо	u currently use local		a community?			
f yes,	would you continue		o Post Office is dis	continued?		
	₩ Yes No	È				
	lan Hanbe	~				
,	an Hanne	113	200 200	79 (1998)	- 1 - 1 - 1	0.41
-				40	5464	7. WO9/
-	9605 /	l que	Hollan	d, La	200 2	2000



CHAD PRUISNER 18346 L AVE HOLLAND, IA 50642

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Holland Post Office, Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Holland Post Office should be pursued, a formal proposal will be posted in the Grundy Center Post Office and Holland Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely.

Thomas Allen Manager, Post Office Operations PO Box 9998

Codar Rapids, Iowa, 52405-9998

2.



Postal Service Customer Questionnaire

Pos	stal Services	Daily	Weekly	Monthly	Never
8	Buying Stamps			X	
b.	Mailing Letters			X	
c	Mailing Parcels				X
d.	Pick up Post Office box mail	17.7			\times
8	Pick up general delivery mail				×
t.	Buying money orders	(II			\times
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	1.1		×	
h.	Sending Express Mall				X
1,	Buying stamp-collecting material				×
Ot	ner Postal Services				
a	Entering permit mailings	YES	× NO		
b.	Resetting/using postage meter	YES	× NO		
No	npostal Services				
a,	Picking up government forms (such as tax forms)	YES	> NO		
b.	Using for school bus stop	YES	NO NO		
G.	Assisting senior citizens, persons with disabilities, etc.	YES	× NO		
	If yes, please explain:				_
d.	Using public bulletin board	X YES	□ NO		
e.	Other	YES	≥ NO		
	If yes, please explain:	_			
Do	you pass another Post Office during business hours while traveling to or from w	ork, or shap	The second second		eeds?
		YES	X NO		
	If yes, please explain:				- 9
	BY A VIII A PARTY A STATE A CO.				_



	Better	Just as Good	No Opinion	Worse
If yes	plesse explain:			
-				
For wh		u leave your community? (Che	ck all that apply.) Where do you go	to obtain these
X	Shopping	Noterloo		
X	Personal needs	11		
X	Banking	11		
X	Employment	_/u		
热	Social needs			
	11.00	2574		
Do yo	Yes No	esses in the community?		
		e them if the Post Office is disc	continued?	
If yes,	Yes No			
If yes,				
If yes,	Chad Pr	uisner		
1	Shad Pr 18346		Holland, IA S	0642



DEE EILERS

20228 215TH STREET HOLLAND, IA 50642

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Holland Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

You stated that you would miss the special attention and assistance provided by the personnel at the Post Office. Courteous
and helpful service will be provided by personnel at the administrative Post Office and from the carrier. Special assistance will be
provided as needed.

If it is determined that a discontinuance of the Holland Post Office should be pursued, a formal proposal will be posted in the Grundy Center Post Office and Holland Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerety,

Thomas Allen Manager, Post Office Operations

PO Box 9998

Cedar Rapids, Iowa, 52408-9998



Postal Service Customer Questionnaire

y Never	Monthly	Weekly	Daily		stal Services
. 🗆	D				Buying Stamps
			X		Mailing Letters
	1	X	M		Mailing Parcels
X					Pick up Post Office box mail
X					Pick up general delivery mail
Z					Buying money orders
	X			egistered Mail, Insured I	Obtaining special services, including Certified Mail, Delivery Confirmation, or Signature Con
. 8	X				Sending Express Mail
X					Buying stamp-collecting material
					ner Postal Services
		X NO	YES		Entering permit mailings
		NO	YES		Resetting/using postage meter
		0			npostal Services
		XHO	YES		Picking up government forms (such as tax forms)
		NO	YES		Using for school bus stop
		X-NO	YES	C)	Assisting senior citizens, persons with disabil
					If yes, please explain:
		□ NO	X-YES		Using public bulletin board
		□ NO	YES		Other
					If yes, please explain:
needs?	personal r	oing, or for p	ork, or shopp	nile traveling to or from w	you pass another Post Office during business
		X NO	YES		
		20.000			If yes, please explain:
	Sen	2 NO 2 N 2 M	onic The	Lelectron	If yes, please explain:



		Better		Just as Good	No Opinion	Worse
If yes	pleas	e explain:				
1						
raspones			00000000000000000000000000000000000000	-08-91.08-111.52.053 <u>pr (20022</u> -0		no acticina y statica na acticina
For wt		the following d	o you leave	your community? (Che	ck all that apply.) Where do you g	o to obtain these
	Sho	pping		- V	a ()	
	Per	sonal needs		100	O BCCCC	
	Bar	iking	1/1	1100		
	Em	ployment)"			
F 4	Soc	cial needs		0		
1.0	25.00	eminiment de				
Do yo	u curre	ntly use local b	usinesses	in the community?		
20.30	~ /	경우 생생님 교육보				
- 2	J	Yes No				
If yes,	would	you continue t	o use them	if the Post Office is disc	continued?	
		Yes No	No	+ Surel		
		the state of the s				
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idress:	70 3	- Eil - 728 - 19.8:	24.	15th St 3813		
ddress:	70 3 5	228 228 19.8:	24.	15th St 3813		
ddress: elephone ate	70 3 5			15th St 3813		
ddress: elephone ate	7 0 3 S	tional commen		3813 arate piece of paper an	d attach it to this form. Thank you	for taking the time to
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WILLIAM GETTING AND PAM BILLERBECK PO BOX 507 HOLLAND, IA 50542

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Holland Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Holland Post Office should be pursued, a formal proposal will be posted in the Grundy Center Post Office and Holland Post Office at a later date. If you have additional questions or comments, please feet free to contact Karen Lanane at (319) 399-2902.

Sincerely,

Thomas Allen Manager, Post Office Operations PO Box 9998

Cedar Rapids, Iowa, 52405-9998



Postal Service Customer Questionnaire

				and the same of th	
Po	ostal Services	Daily	Weekly	Monthly	Nove
a.	Buying Stamps			X	14046
b.	Mailing Letters		TX		
C,	Mailing Parcels		П	M	
d,	Pick up Post Office box mail	M	Ä		F
e.	Pick up general delivery mail	E	ā		Ä
f.	Buying money orders		H	121	H
₫.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation				M
n.	Sending Express Mail				D
	Buying stamp-collecting material			F 3	1
Oti	ner Postal Services	-	Treed	-wal	M
3.	Entering permit mailings	YES	⊠ NO		
S.	Resetting/Using postage meter	YES	NO.		
Nor	npostal Services				
li.	Picking up government forms (such as tax forms)	YES	⊠ NO		
	Using for school bus stop	YES	X NO		
	Assisting senior citizens, persons with disabilities, etc.	YES	NO NO		
	If yes, please explain:	111111111111111111111111111111111111111	- The state of the		_
	Using public bulletin board	XYES	□ NO		
41	Other	YES	NO TS		
	10st & found; for sale; meetings; announce	0 61040			_
lo y	ou pass another Post Office during business hours while traveling to or from wo	irk, or shopp	ing, or for pe	rsonal nee	ds?
		YES			W. 211
	If yes, please explain:	100	Million		



		Better	Just as Good	No Opinion	Worse
	If yes	, please explain:			## 0.50#E6
	_	OVAII-C-S BOOK			
4.	For wh	nich of the following do y	ou leave your community? (Checi	all that apply.) Where do you go	o to obtain these
	A	Shopping			
	53	Personal needs			
	\boxtimes	Banking			-
	A	Employment			
	130	Social needs			
		Yes X No	nesses in the community? se them if the Post Office is discor	tinued7	
	Wy	liam Getting	b- Pam Biller	beek_	
ame		A SUA DINC IT	PO BOX 50"	+ folland, IA	30642-050
ame ddre	ss: 4(21 47 11477			
ddre		515-291-540	12.		



OLE AND KRISTIN CLEVELAND 20958 M AVE HOLLAND, IA 50542

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Holland Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Holland Post Office should be pursued, a formal proposal will be posted in the Grundy Center Post Office and Holland Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Thomas Allen Manager, Post Office Operations PO Box 9998

Ceder Rapids, Iowa, 52406-9998

2.



Postal Service Customer Questionnaire

Po	stal Services	Dally	Weekly	Monthly	Never
а.	Buying Stamps			*	
b,	Mailing Letters			X	
a	Mailing Parcels			X	
d.	Pick up Post Office box mail				γ
ø,	Pick up general delivery mail	X			
f.	Buying money orders			\Box	×
g	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation			×	
ħ.	Sending Express Mail			X	Π.
Œ	Buying stamp-collecting material			13	X
Ot	ner Postal Services				
8.	Entering permit mailings	YES	NO.		
b	Resetting/using postage meter	YES	₩ NO		
No	npostal Services				
8.	Picking up government forms (such as tax forms)	YES	Y NO		
b.	Using for school bus stop	YES	¥ NO		
C.	Assisting senior citizens, persons with disabilities, etc.	YES	Jr NO		
	If yes, please explain:				- 43
d.	Using public bulletin board	YES	NO K		
ø.	Other	YES	¥ NO		
	If yes, please explain:				_
Do	you pass another Post Office during business hours while traveling to or from w	ark, or shopp	ing, or for p	ersonal ne	eds?
		YES YES	NO.		
	If yes, please explain:	- 59			



WAYNE HUSEMAN PO BOX 118 HOLLAND, IA 50642

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Holland Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that it discontinuance of the Holland Post Office should be pursued, a formal proposal will be posted in the Grundy Center Post Office and Holland Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Thomas Allen Manager, Post Office Operations PO Box 9998

Cedar Rapids, lows, 52406-9998

2.



Postal Service Customer Questionnaire

Po	stal Services	Daily	Weekly	Monthly	Never
а.	Buying Stamps			M	
b.	Mailing Letters		×		
¢.	Mailing Parcels			X	
d.	Pick up Post Office box mail			X	
е	Pick up general delivery mail	X			
f.	Buying money orders				×
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	E		×	
ħ.	Sending Express Mail				X
i.	Buying stamp-collecting material				×
Ott	ner Postal Services				
a.	Entering permit mailings	YES	≥ NO		
b.	Resetting/using postage meter	YES	X NO		
No	npostal Services				
a.	Picking up government forms (such as tax forms)	YES	⊠ NO		
b,	Using for school bus stop	YES	⊠ NO		
C,	Assisting senior citizens, persons with disabilities, etc.	YES	≥ NO		
	If yes, please explain:				
d.	Using public bulletin board	X YES	□ NO		_
e.	Other	YES	NO E		
	If yes, please explain:				_
Do	you pass another Post Office during business hours while traveling to or from wo	ork, or shopp	ing, or for p	ersonal nee	ds?
		YES	NO NO		
	If yes, please explain:				
	THE PROPERTY OF STATE				



	Better	Just a	s Good	X	No Opinion	Worse			
If yes	s, please explain					277/			
\ <u></u>									
For w	For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?								
Dd	Shopping	Work	1001						
(Sd	Personal needs	4/02	11/00						
	Banking								
P	Employment	Grand	4 Canto	7					
	Social needs		, , , , ,						
Do you	u currently use local t		28%	linued?					
If yes,	would you continue t	5 355 WILLIAM I DIE 1 G							
If yes,		Horana	-						
	☐ Yes ☐ No	Horana ur kat	PS BBK	112					
	☐ Yes ☐ No	Home		112					



BERNARD WEBER 20813 L AVE HOLLAND, IA 50642

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Holland Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Holland Post Office should be pursued, a formal proposal will be posted in the Grundy Center Post Office and Holland Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Thomas Allen Manager, Post Office Operations PO Box 9998

Cedar Rapids, Iowa, 52405-9998



Postal Service Customer Questionnaire

Pos	stal Services	Daily	Weekly	Monthly	Never
8.	Buying Stamps		13	1	
b	Mailing Letters	1	1		
c.	Mailing Parcels	\Box		1	1
d.	Pick up Post Office box mail		1		
e.	Pick up general delivery mail			1	
f.	Buying money orders				
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation			1,	2
h,	Sending Express Mail			1	
k.	Buying stamp-collecting material				1
Ot	her Postal Services				
a.	Entering permit mailings	YES	- NO		
b.	Resetting/using postage meter	YES	NO		
No	npostal Services		-		
a.	Picking up government forms (such as tax forms)	YES	NO		
b.	Using for school bus stop	YES	NO		
C.	Assisting senior citizens, persons with disabilities, etc.	YES	NO		
	If yes, please explain:				
d:	Using public bulletin board	TYES	□ NO		
e	Other	YES	☐ NO		
	If yes, please explain:	-			
D	o you pass another Post Office during business hours while traveling to or from v	vork, or shop	ping, or for	personal	needs7
		YES	1000000		
	If yes, please explain:				



	re to your current s	Just as Good	t =	No Opinion	Worse
77	55 13136	Just as Good			**************************************
If yes,	please explain;				
For whit	87	do you leave your commun	nity? (Check all that ap	ply.) Where do you g	o to obtain these
V	Shopping				
1	Personal needs				
Y	8anking				
4	Employment				
1	Social needs				
	Yes N	to use them if the Post Of	fice is discontinued?		
Vame:		Brund	Weber		
		20813	Weber L Ave		
Address:					



DONALD ENNENGA PO BOX 44 HOLLAND, IA 50842

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Holland Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Holland Post Office should be pursued, a formal proposal will be posted in the Grundy Center Post Office and Holland Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Thomas Alien Manager, Post Office Operations

PO Box 9998

Cedar Rapids, Iowa, 52406-9998



Postal Service Customer Questionnaire

Pot	stal Services	Daily	Weekly	Monthly	Never
a,	Buying Stamps		50		
b.	Mailing Letters				
C	Mailing Parcels			[3]	
d.	Pick up Post Office box mail	[3]			
D	Pick up general delivery mail	\square			
£.	Buying money orders				
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation				
ħ.	Sending Express Mail				
	Buying stamp-collecting material				
Oth	er Postal Services				
a.	Entering permit mailings	YES	□ NO		
b.	Resetting/using postage meter	YES	□ NO		
Not	npostal Services				
а.	Picking up government forms (such as tax forms)	YES	_ NO		
b.	Using for school bus stop	YES	□ NO		
C.	Assisting senior citizens, persons with disabilities, etc.	YES	_ NO		
	If yes, please explain:				
d,	Using public bulletin board	YES	□ NO		_
e.	Other	YES	□ NO		
	If yes, please explain:				
Do y	you pass another Post Office during business hours while traveling to or from w	ork, or shopp	ing, or for p	ersonal ne	eds?
		YES	NO NO		
	If yes, please explain;	- contention	4		

(0)

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			Better	Ju	st as Good		Na Opinion	Wor	ie		
	If yes	pleas	e explain:								
4.		For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?									
	\boxtimes	Sho	pping								
	[8]	Pen	sonal needs								
	Del	Ban	king								
		Emp	ployment								
	Ø.	Soc	ial needs								
5.	69 65 data	⊠ would	ntly use local busin Yes No You continue to us Yes No			iscontinued?					
			wald E	E	Wens 4						
Nam	e:	31	OWNERS NO.					The state of the s			
Nam Addr		B		47	10.8	WAIN	Holla	10,14	50620		
Addr		D:	a. Box		108			4D, 14.	50649		



06/06/2011

EDWARD SCHOULMAN 121 MAIN HOLLAND, IA 50642

Dear Postal Service Customer:

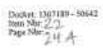
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Sincerely,

Manager, Post Office Operations PO Box 9998

Cedar Rapids, Iowa, 52406-9996



2.



Postal Service Customer Questionnaire

Pos	tal Services	Dally	Weekly	Monthly	Never
8.	Buying Stamps			[2]	
b.	Mailing Letters	10			
c.	Mailing Parcels			M	
d.	Pick up Post Office box mail	4			
e.	Pick up general delivery mail	P			
f,	Buying money orders				EZ.
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation			U	
h.	Sending Express Mail				1
j.	Buying stamp-collecting material			14	
Oti	ner Postal Services				
8.	Entering permit mailings	YES	NO.		
ь.	Resetting/using postage meter	YES	NO		
No	npostal Services				
à,	Picking up government forms (such as tax forms)	YES	NO		
b,	Using for school bus stop	YES	NO.		
C,	Assisting senior citizens, persons with disabilities, etc.	U YES	_ NO	- 65	
	If yes, please explain:	wh	1101	7.65	
d,	Using public bulletin board	YES	□ NO		
0,	Other	YES	□ NO		
	If yes, please explain:	May	425	FE 5-	
Do	you pass another Post Office during business hours while traveling to or from v	work, or shop	ping, or for	personal r	eeds?
	Marianta, de extre especialitada esta de una America, del MAS PUBLICA, sub un función del Mariado Caldo.	YES	I NO		
	If yes, please explain:	·			

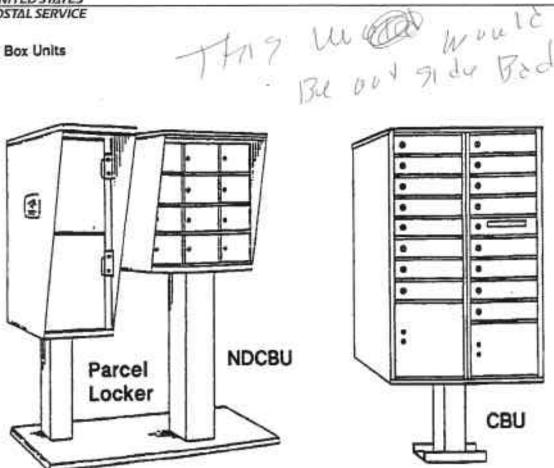
ř



	Better	1	Just as Good		No Opinion	Worse
If yes,	please explain:					
For wh		o you leave	your community? (Che	ck all that app	ly.) Where do you g	o to obtain these
T)	Shopping					
12	Personal needs					
12	Banking					
	Employment	Ru 41	he d			
	Social needs	74 1	esel			
li az	Yes No		If the Post Office is dis			
V	Jusy d	3 1	Houlmer 131 Hill			
ress: /	Edward Lollens	Je.	Houlmer 131 FIST			
ress: /	10112mb	Je.	Houlmer 131 FIST			
ress: / aphone: e: 5	July 319-834.	Je Ve	HOUL-MIZE JOINES	nd attach it to t		
ress: / sphone: e: 5' ase add ar splete this	Jusy 2 July 834. - 17-11 Ty additional comment questionnaire.	する しとしから mts on a sep	ADI KLSI	nd attach if to t	14 is	Thy
e: 5	Jusy 2 July 834. - 17-11 Ty additional comment questionnaire.	する しとしから mts on a sep	ADI KLSI	nd attach if to t	14 is	
ress: / aphone: e: 5' ase add ar aplete this	June 2 July - 824. - 17-11 Ty additional comment questionnaline. 100911 - 1104/14	JE VE VE P	HOUL-MET JOINES arate piece of paper ar 150 J. W.	nd attach it to	14 15 54 Dai 414-1	Thy ly By Tow wax Thur
aphone: ase add ar applete this	June 2 July - 824. - 17-11 Ty additional comment questionnaline. 100911 - 1104/14	JE VE VE P	HOUL-MET JOINES arate piece of paper ar 150 J. W.	nd attach it to	14 15 54 Dai 414-1	Thy 14 By Tow
ase add armplete this	July Say. July Say.	TE Le los	HOUL-MET JOINES arate piece of paper ar 154 J. W. 11 J. J. J. W. 11 J. J. J. W. 11 J. J. J. J. 11 J. J. J. J. J. 12 J. J. J. J. 13 J. J. J. J. 14 J. J. J. J. J. 15 J. J. J. 16 J. J. J. J. 17 J. J. J. J. 18 J. J. J. 18 J. J. J. 18 J. J. J. 18 J. J. J. J. 18 J. J. 18 J. J. 18 J. J. J.	かんかい トンファン	14 15 54 Dai 414-1- Wool	Thy ly By Tow wax Thur



Cluster Box Units



Neighborhood Delivery and Collection Box Units (NDCBUs) and Cluster Box Units (CBUs) are secure, free-standing units of individually locked mail compartments that are provided, installed, and maintained by the Postal Service at no cost to customers. These units benefit customers in time and money because they eliminate the customer's cost to install new boxes, and any future replacement and maintenance. A significant benefit of the NDCBUs and CBUs is the security they provide against mail theft and mailbox vandalism. Another advantage is the convenience of depositing outgoing mail in the designated collection compartment in the CBU or NDCBU.

Each customer's unit is large enough to hold several days' accumulation of mail, thereby eliminating the need to have mail held at the Post Office during short periods away from home. For longer periods away from home, customers should continue to contact the Post Office and request their mail to be:

- Held at the Post Office until they return, or
- 2. Delivered to a specified friend or neighbor, or
- Forwarded to their temporary address.

Parcel lockers may be installed next to NDCBUs for receiving packages that do not require a signature. Each CBU includes at least one parcel locker.

Customers are provided keys to their individual mailbox compartments in CBUs and NDCBUs. Parcel locker keys are placed in a customer's mailbox compartment when a parcel is secured in a locker for that customer.



ALLAN AND VALARIE HANSEN 20988 215TH STREET HOLLAND, IA 50842

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Holland Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Holland Post Office should be pursued, a formal proposal will be posted in the Grundy Center Post Office and Holland Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

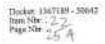
(6)

Sincerely.

Thomas Allen Manager, Post Office Operations

PO Box 9998

Cedar Rapids, Iowa, 52405-9998





Postal Service Customer Questionnaire

os	tal Services	Dally	Weekly	Monthly	Neve
ı,	Buying Stamps			X	
į.	Mailing Letters			X	
	Mailing Parcels			X	
i	Pick up Post Office box mail				×
9.	Pick up general delivery mail				×
t.	Buying money orders				×
3	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation			0	×
h.	Sending Express Mail				X
į.	Buying stamp-collecting material				×
Oti	er Postal Services				
8.	Entering permit mailings	YES	X NO		
b.	Resetting/using postage meter	YES	X NO		
No	npostal Services				
а.	Picking up government forms (such as tax forms)	YES	X NO		
b,	Using for school bus stop	YES	X NO		
d,	Assisting senior citizens, persons with disabilities, etc.	YES	X NO		
	If yes, please explain:				
d.	Using public bulletin board	YES	₹NO		
ø.	Other	YES	X NO		
	If yes, please explain:				
Do	you pass another Post Office during business hours while traveling to or from v	vark, or shot	ping, or for	personal	needs?
		X YES	NO		



	Better	Just as G	ood	No Opinion	Worse				
1.680.00	(P. 2000)	1000000							
If yes	, please explain:								
For wi		o you leave your comm	nunity? (Check all	that apply.) Where do you g	o to obtain these				
X	Shopping Gr	undy Center							
×	X Banking Grundy Center								
X									
	Social needs		(1)						
9 923	Vi. 176 176 1								
Do yo	u currently use local Yes X No	cusinesses in the com	munity?						
life control	1900	to use them if the Post	Office is discontin	ued?					
ii yea	Yes No								
	14 166 H-1 116								
lame: At	an + Valori	e Hansen							
			23 - 4						
ddress: A	0968 2154	b Street	Holland						
	319-824-1	L. CON							
elephone.	217-009-	0094							
Date:									



CLAYTON NIEWOEHMER 22959 150TH STREET HOLLAND, IA 50642

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Holland Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Holland Post Office should be pursued, a formal proposal will be posted in the Grundy Center Post Office and Holland Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Thomas Allen Manager, Post Office Operations

PO Box 9998

Cedar Rapids, Iowa, 52408-9998



Postal Service Customer Questionnaire

Please check the appropriate box to indicate whether you use the HOLLAND Post Office for each of the following:

05	al Services	Daily	Weekly	Monthly	Neve
	Buying Stamps			Xi.	
,	Mailing Letters			X	
	Mailing Parcels				×
i,	Pick up Post Office box mail		13		\$K
1,	Pick up general delivery mail				X
	Buying money orders				X
₽.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation.	\Box		N	
h.	Sending Express Mall				×
i,	Buying stamp-collecting material				X
Oth	er Postal Services		mii 0100		
а,	Entering permit mailings	YES	NO NO		
b.	Resetting/using postage meter	YES	E.NO		
No	npostal Services		***		
а.	Picking up government forms (such as tax forms)	YES	M NO		
b.	Using for school bus stop	YES	₩ NO		
C.	Assisting senior citizens, persons with disabilities, etc.	YES	D€ NO		
	If yes, please explain:	-			
ď.	Using public bulletin board	⊠ YES	□ NO	b	
e.	Other	YES	NO		
	If yes, please explain:				
Do	you pass snother Post Office during business hours while traveling to or from v	work, or shop	oping, or fo	r personal	needs
		X YES	NO	ő	
	If yes, please explain:				



	Better Just as Good No Opinion Worse							
If yes	please explain:							
_								
For wh	iich of the following do you leave your community? (Check all that apply.) Where do you go to obtain these ss?							
X.	Shopping							
X	Personal needs							
X	Banking							
8	Employment							
X	Social needs							
Do wa	community?							
Do yo	u currently use local businesses in the community?							
	100 mg 1 m							
	X Yes No							
	Yes No would you continue to use them if the Post Office is discontinued?							
	Yes No would you continue to use them if the Post Office is discontinued?							
If yes,	Wes No would you continue to use them if the Post Office is discontinued? ▼ Yes No							
If yes,	Wes No would you continue to use them if the Post Office is discontinued? Wes No ayton Niewschner 2959 150+4 54.							



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SARA AND JERRY FREESEMAN 15341 M AVE HOLLAND, IA 50642

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Holland Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Holland Post Office should be pursued, a formal proposal will be posted in the Grundy Center Post Office and Holland Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Thomas Allen Manager, Post Office Operations

PO Box 9998

Cedar Rapids, Iowa, 52406-9998



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the HOLLAND Post Office for each of the following:

Dee	tal Services	Daily	Weekly	Monthly	Neve
8.	Buying Stamps				K
ь.	Mailing Letters				D)
c.	Mailing Parcels				7
d.	Pick up Post Office box mail				X
0.	Pick up general delivery mail				X
f.	Buying money orders				X
g	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation			[X
h.	Sending Express Mail				Ż
î,	Buying stamp-collecting material				Z
Oth	er Postal Services		1		
2.	Entering permit mailings	YES	X NO		
b,	Resetting/using postage meter	YES	NO NO		
No	npostal Services		0.7360		
a.	Picking up government forms (such as tax forms)	YES	⊠ NO		
b.	Using for school bus stop	YES	NO NO		
c,	Assisting senior citizens, persons with disabilities, etc.	YES	NO NO		
	If yes, please explain:				
ď.	Using public bulletin board	☐ YES	Ŋ NO	Ú	
e.	Other	YES	X NO	ij	
	If yes, please explain:	-			
Do	you pass another Post Office during business hours while traveling to or from v	vork, or shor	Company of the second		needs
	If yes, please explain:	64			

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	Better	Just as Good	☐ No	Opinion	Worse
If yes	s, please explain:				
For w	hich of the following do you	leave your community? (Che	ck all that apply.)	Where do you go	to obtain these
servic	00.30(1)	undy - P-Burg-	- Dike -	C.FW'1	00
V	Personal needs	011 8	/-	11	
Ŋ	Banking	Grandy Court	tr-6/10	0	
	Employment	Home + 6	2.6		
X	Social needs	All Above			
Do yo	ou currently use local busin Yes No	esses in the community?			
If yes	9-3	them if the Post Office is dis	continued?		
	Yes No				
	-	—	-		
	Savat Jem	t treesernau			
ne:	- 74	1			
ne: Iress:	15341 M.	TVE			



JANELLE PIETERS 22407 200TH ST HOLLAND, IA 50642

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Holland Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Holland Post Office should be pursued, a formal proposal will be posted in the Grundy Center Post Office and Holland Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Thomas Allen Manager, Post Office Operations

PO Box 9998

Cedar Rapida, Iowa, 52406-9998



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the HOLLAND Post Office for each of the following:

Pos	tal Services	Daily	Weekly	Monthly	Never
8.	Buying Stamps			W	
b.	Mailing Letters		14		
0	Mailing Parcels				4
đ.	Pick up Post Office box mail			[_]	14
	Pick up general delivery mail				It
16	Buying money orders				B
9	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	Total Control		P	
ħ.	Sending Express Mail				1
i,	Buying stamp-collecting material				4
Ot	ter Postal Services				
a	Entering permit mailings	YES	1 NO		
b.	Resetting/using postage meter	YES	F NO		
No	onpostal Services				
в.	Picking up government forms (such as tax forms)	YES	L'NO		
ъ.	Using for school bus stop	YES	D'NO		
c.	Assisting senior ditizens, persons with disabilities, etc.	YES	MNO		
	If yes, please explain:				
d.	Using public hulletin board	YES	☐ NO		
0.	Other	YES	☐ NO	ğ	
	If yes, please explain:				
2 D	o you pass another Post Office during business hours while traveling to or from	work, or sho	oping, or fo	r personal	needs?
		YES	LINC)	
	If yes, please explain:				



1	Better	Just as Good		No Opinion	Worse
If yes, plea	ise explain.				
For which of services?	of the following do	you leave your community? (Che	ck all that appl	y.) Where do you g	o to obtain these
T s	hopping - EL	does a Katerlos			
F P		Vaterles			
в	anking				
_ E	mployment				
S	ocial needs				
	Yes No	sinesses in the community?	continued?		
If yes, wou	West 200 0000	use them if the Post Office is dis	contenues.		
If yes, wou	ld you continue to Yes Mo	eters	CONTRACTOR OF THE PROPERTY OF		



SUSAN HEIKENS-BECK PO BOX 521 HOLLAND, IA 50642

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Holland Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

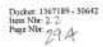
If it is determined that a discontinuance of the Holland Post Office should be pursued, a formal proposal will be posted in the Grundy Center Post Office and Holland Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Thomas Allen Manager, Post Office Operations

PO Box 9998

Cedar Rapids, Iowa, 52406-9998



2



Postal Service Customer Questionnaire

Please check the appropriate box to indicate whether you use the HOLLAND Post Office for each of the following:

Pos	tal Services	Daily	Weekly	Monthly	Never
a.	Buying Stamps			10	
b.	Mailing Letters		12		
ž.	Mailing Parcels			[]	V
d.	Pick up Post Office box mail	1			
8.	Pick up general delivery mail	14			
f.	Buying money orders				W.
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation				
h.	Sending Express Mail				4
10	Buying stamp-collecting material				
Ott	ser Postal Services		men on		
a,	Entering permit mailings	YES	NO		
b.	Resetting/using postage meter	YES	NO		
No	npostal Services				
а.	Picking up government forms (such as fax forms)	YES	MO		
b,	Using for school bus stop	YES	NO.		
c.	Assisting senior citizens, persons with disabilities, etc.	YES	Y NO		
	If yes, please explain:				
d.	Using public bulletin board	YES	_1-MQ		
e.	Other	YES	□ NQ		
	If yes, please explain:	_		-	
De	you pass another Post Office during business hours while traveling to or from w	vork, or shop	ping, or for	personal	needs?
		YES	NO		
	If yes, please explain:	_			

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Pro- 14 min	Little Cond	No Opinion	Worse					
☐ Better	Just as Good	1 4 No Obinion	VVOISE					
If yes, please explain:								
27 707701V2W 0 WE 12 TO			er attente aleman					
For which of the following di services?	o you leave your community? (Che	ox all that apply.) Where do you go	o to obtain these					
Shopping								
Personal needs								
Banking								
Employment								
_/								
Social needs								
Do you currently use local t	ousinesses in the community?							
Yes W No								
If yes, would you continue t	a use them if the Post Office is disc	ontinued?						
Yes No								
Susan Heikens	Beck.							
THE THE PERSON		elland						
	405 4th Ave the	adiano 14 5064	2					
POBOL 501	TO THE TARE							
* PO Box 521.	100 1 7100,00							



GERALD BRANDT 15152 N AVE HOLLAND, IA 50642

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Holland Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Holland Post Office should be pursued, a formal proposal will be posted in the Grundy Center Post Office and Holland Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Thomas Allen Manager, Post Office Operations PO Box 9998

Cedar Rapids, Inwa, 52406-9998

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2,



Postal Service Customer Questionnaire

Please check the appropriate box to indicate whether you use the HOLLAND Post Office for each of the following:

Pos	tal Services	Daily	Weekly	Monthly	Never
а	Buying Stamps				H
ь	Mailing Letters				4
Ċ.	Mailing Parcels				P
d.	Pick up Post Office box mail				F
e.	Pick up general delivery mail				H
ţ:	Buying money orders				14
g	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation				1
h,	Sending Express Mail			[]	\mathbb{Z}'
i,	Buying stamp-collecting material				12
Ott	ner Postal Services				
a	Entaring permit mailings	YES	E NO		
ь.	Resetting/using postage meter	YES	E NO		
No	npostal Services				
a,	Picking up government forms (such as tax forms)	YES	4 NO		
b.	Using for school bus stop	YES	I NO		
C,	Assisting senior citizens, persons with disabilities, etc.	YES	₽ NO		
	If yes, please explain				
d.	Using public bulletin board	YES	E-NO		
e.	Other	YES	NO L		
	If yes, please explain:	-			
Dr	you pass another Post Office during business hours while traveling to or from w	ork, or shop	ping, or for	personal r	eeds?
1000	#VOORTHANDER OF THE BETTER AND AND AND THE TENNING AND THE TOTAL PROPERTY OF THE PROPERTY WILL WANTE	1 YES			
	If yes, please explain:				
	Drundy lexter				_



		Better		Just as Good		Na Opinian	Worse
	if yes	please explain:					
4.	For wi	nich of the following o	to you leave	your community? (Che	ck all that app	ly,) Where do you g	o to obtain these
	X	Shopping					
	121	Personal needs					
	X	Banking					
		Employment					
	81	Social needs					
	7	- C V	hosinesses	in the community?			
5.	Do yo	u currently use local	Dubiniosana	0001672419507241359114060			
		Yes X No	35				
		Yes No.	to use them	if the Post Office is dis	continued?		
		Yes X No	to use them		continued?		
	If yes.	Yes No. No. No. No. No. No. No. No.	to use them		continued?		
	If yes	Yes No No No Would you continue	to use them	if the Post Office is dis		Se. 50	/ E-9-5
Name	If yes	Yes X No., would you continue Yes No.	to use them	Kenslt Lug : Ha		Ja 50	1693



GALE VENENGA PO BOX 146 HOLLAND, IA 50842

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Holland Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Holland Post Office should be pursued, a formal proposal will be posted in the Grundy Center Post Office and Holland Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Thomas Allen Manager, Post Office Operations

PO Bax 9998

Cedar Rapids, Iowa, 52406-9998

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2.



Postal Service Customer Questionnaire

Please check the appropriate box to indicate whether you use the HOLLAND Post Office for each of the following:

as	stal Services	Daily	Weekly	Monthly	Neve
7	Buying Stamps			M	
i.	Mailing Letters	N			
e e	Mailing Parcels		X		
Ĭ,	Pick up Post Office box mail	X			
£,	Pick up general delivery mail				X
	Buying money orders				\mathbb{Z}
1	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation			\mathbb{X}	
١,	Sending Express Mail			\Box	X
	Buying stamp-collecting material				X
Oti	ner Postal Services				
	Entering permit mailings	YES	⊠ NO		
1.	Resetting/using postage meter	YES	⊠ NO		
No	npostal Services				
ı.	Picking up government forms (such as tax forms)	YES	NO NO		
1	Using for school bus stop	YES	⊠ NO		
Ġ.	Assisting senior citizens, persons with disabilities, etc.	YES	NO.		
	If yes, please explain:				_
i,	Using public bulletin board	∑ YES	□ NO		
0,	Other	YES	□ NO		
	If yes, please explain:				_
D.	you pass another Post Office during business hours while traveling to or from w	ork orshoo	ning or for	personal n	eeds?
D)	you pass andurer rost Onice offining business routs write passing to or now w	YES	700	- Control of	
	If yes, please explain:				
	We live in Holland! We have	NO OT	nev	5Er1	1150



Better	Just as Good	No Opinion	Worse
If yes, please explain:			
	er monocone		
For which of the following do services?	you leave your community? (Che	ck all that apply.) Where do y	you go to obtain these
X Shopping Gev.	ndy Center/Water	la/Eldore	
Personal needs (Swandy Conter/U	Jatorlas	
FT - 0	undy Center		
Employment			
Social needs (rundy Certer Wate	rloo	
ALL DESCRIPTION OF THE PROPERTY OF THE PROPERT	usinesses in the community?		
Yes No	use them if the Post Office is dis	continued?	
Yes No	and their it was a second		
Gale Ve	enenga_		
. P.O. Box	146 310 Main	St. Holland	TIE
one: 3/9- 824	-3736		



HELEN MEYER 203 WASHINGTON HOLLAND, IA 50642

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Holland Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Holland Post Office should be pursued, a formal proposal will be posted in the Grundy Center Post Office and Holland Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Thomas Allen Manager, Post Office Operations PO Box 9998

Cedar Rapids, Iowa, 52405-9998

2



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the HOLLAND Post Office for each of the following

Pos	tal Services	Daily	Weekly	Monthly	Never
a	Buying Stamps			母	
b.	Mailing Letters				
¢.	Mailing Parcels	\Box		-	N
d,	Pick up Post Office box mail		B		
e.	Pick up general delivery mail				
t.	Buying money orders				K
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation		H		8
h.	Sending Express Mail				X
į,	Buying stamp-collecting material				X
Ott	er Postal Services				
a.	Entering permit mailings	YES	NO ⊠		
b.	Resetting/using postage meter	YES	□ NO		
No	npostal Services				
a,	Picking up government forms (such as tax forms)	YES YES	☐ NO		
b.	Using for school bus stop	YES	I NO		
c	Assisting senior citizens, persons with disabilities, etc.	X YES	□ NO		
	If yes, please explain:	-			_
ď.	Using public bulletin board	YES	X NO		
e,	Other	YES	⊠ NO		
	If yes, please explain:				
Do	you pass another Post Office during business hours while traveling to or from w	ork, or shop	ping, or for	personal r	eeds?
		YES	₩ NO		
	If yes, please explain:				
	If yes, please explain:				



	Better	Just as Good	No Opinion	Worse
If yes	, please explain:			
-				
For w		o you leave your community? (Che	ck all that apply.) Where do you g	o to obtain these
区	Shopping			
丒	Personal needs			
图	Banking			
	Employment			
12	Social needs			
	U W 50			
Do yo		businesses in the community?		
420000	Yes X No		continued?	
If yes	1 [보고하다] 다른 그리고 있는데 10 [10]	to use them if the Post Office is dis	bullundeur:	
	Yes X No			
-1	11. Oan -	menen		
	The state of the s	0		
88:	203 W	shington St	20	
		67		



M HAYLAND PO BOX 144 HOLLAND, IA 50842

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Holland Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

*:

If it is determined that a discontinuance of the Hotland Post Office should be pursued, a formal proposal will be posted in the Grundy Center Post Office and Hotland Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Thomas Allen Manager, Post Office Operations PO Box 9998

Cedar Rapids, Iowa, 52406-9998

2



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the HOLLAND Post Office for each of the following:

Pos	tal Services	Dally	Weekly	Monthly	Never
ä.	Buying Stamps			X	
b;	Mailing Letters		X		
C.	Mailing Parcels			X	
d.	Pick up Post Office box mail	A			
e.	Pick up general delivery mail	X			
f.	Buying money orders				K
9.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation			K	
h.	Sending Express Mail			52	
Ų.	Buying stamp-collecting material				Z
Ott	er Postal Services				
a.	Entering permit mailings	YES	₩ NO		
b.	Resetting/using postage meter:	YES	Z NO		
No	npostal Services		0		
a.	Picking up government forms (such as tax forms)	YES	X NO		
b,	Using for school bus stop	YES	X NO		
Ç,	Assisting senior citizens, persons with disabilities, etc.	_ YES	X NO		
	If yes, please explain:	-			
d,	Using public bulletin board	Z YES	□ NO		
e.	Other	YES	□ NO		
	If yes, please explain:				
Do	you pass another Post Office during business hours while traveling to or from w	ork, or shop	ping, or for	personal n	eeds?
		YES	X NO		
	If yes, please explain		/		



3. F	lost Offic	e carrier delivery se box service or are to your curre	general deliver	no change to your deli ry service, complete th	very service — pro nis section. How do	ceed to question 4, you think carrier ro	If you currently re ute delivery servi	sceive ce
		Better	15	Just as Good		le Opinion ,	Worse	9
	Termina	, please explain:	shout	Lintown	00 10 /0	ano to	m an	1 10
	00	HOM.	to sta	of From	Averbe	V		
				D V				
4.	For wh		ng do you leav	re your community? (C	theck all that apply) Where do you go	to obtain these	
	K	Shopping						
	X	Personal nee	ds					
	Ø	Banking						
		Employment						
	成	Social needs	S					
<u>Nam</u>	e: S	Yes A	No No	m If the Post Office is	· 945	8642		
- (21)	phone:	Solto	nd	319-	824-6	690		
Date	t ⁰ 17	5/10/	(1)					
MARKET	alata this	- augetionnaire		eparate piece of paper				
K	stry	, wast	e mon	ey some	9	0/1		
u	1	when	the	ey send Olecisi	on The	o alre	cury	
to)	n	mago	7					



CHARLES BROWN 308 WASHINGTON HOLLAND, IA 50642

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Holland Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Holland Post Office should be pursued, a formal proposal will be posted in the Grundy Center Post Office and Holland Post Office at a later date, if you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Thomas Allen Manager, Post Office Operations PO Box 9998

Cedar Rapids, Iowa, 52406-9998



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the HOLLAND Post Office for each of the following:

	Pot	stal Services	Daily	Weekly	Monthly	Never
	а.	Buying Stamps			\mathbb{Z}	
	ь.	Mailing Letters	X			
	0	Mailing Parcéls			X	
	d,	Pick up Post Office box mail	X			
	e,	Pick up general delivery mail	X			
	1	Buying money orders				(X)
	g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation			$ X\rangle$	
	h.	Sending Express Mail				[X]
	ı.	Buying stamp-collecting material				X
	Oth	ner Pestal Services				
	a.	Entering permit mailings	YES	X NO		
	b.	Resetting/using postage meter	YES	X NO		
	No	npostal Services				
	8.	Picking up government forms (such as tax forms).	YES	X NO		
	b.	Using for school bus stop	YES	X NO		
	Ċ.	Assisting senior citizens, persons with disabilities, etc.	YES	X NO		
		If yes, please explain:				_
	d.	Using public bulletin board	X YES	□ NO	(
	e.	Other	YES	☐ NO		
		If yes, please explain:				
2.	Do	you pass another Post Office during business hours while traveling to or from w	ork, or shopp	oing, or for	personal ne	eds7
			☐ YES	X NO		
		If yes, please explain:				
		THE PROPERTY OF PERTURBATION IS				



	Better	Ţ	Just as Go	od	K	No O	pinion		Worse
	, please explain:	We		Know	whe	re	pickup	bo	*
-	عط ااند	losale	d ·					_	
Forwis	nich of the following	do you lea	eve your commi	unity? (Check al	I that app	ly.) Wh	ere do you go to o	obtain t	hese
ſΧi	Shopping	To	Various	towns	in	ou	rarea		
$ \mathbf{X} $	Personal needs		f:35						
IXI	Banking		()						
(X)	Employment		91						
X	Social needs		4.1						
Do yo	v currently use local Yes \(\begin{array}{c} \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \	a to use the			nued?				
If yes,	X Yes □ N Vale	Bron	,						



PETE RAMA PO BOX 517 HOLLAND, IA 50842

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Holland Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Holland Post Office should be pursued, a formal proposal will be posted in the Grundy Center Post Office and Holland Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lanane at (319) 399-2902.

Sincerety,

Thomas Alien Manager, Post Office Operations PO Box 9998 Cedar Rapids, Iowa, 52405-8998



Postal Service Customer Questionnaire

Please check the appropriate box to indicate whether you use the HOLLAND Post Office for each of the following:

Po	stal Services	Daily	Weekly	Monthly	Never
a.	Buying Stamps			×	
b.	Mailing Latters			×	
Ċ.	Mailing Parcels				×
d.	Pick up Post Office box mail	X			D
е.	Plok up general delivery mail	\boxtimes			
f.::	Buying money orders				M
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation			128	
h.	Sending Express Mail				×
i	Buying stamp-collecting material		[7]		ĮŽ.
Oth	er Postal Services	744	110001	1.	of real
ä.	Entering permit mailings	YES	₩ NO		
b.	Resetting/using postage meter	YES	₩ NO		
Nor	postal Services		500		
а.,	Picking up government forms (such as tax forms)	YES	⊠ NO		
b.	Using for school bus atop	YES	NO NO		
	Assisting senior critzens, persons with disabilities, etc.	YES	X NO		
	If yes, please explain:		4000000		_
1.	Using public bulletin board	YES	₩ NO		_
3	Other	YES	M NO		
	If yes, please explain:	t ite t i anctice c	MANUSTERS.		
о у	ou pass another Post Office during business hours while traveling to or from wo	rk, or shopp	ing, or for p	ersonal nec	ds?
		YES			
	If yes, please explain:				



	Better	Just as Good	No Opinion	Worse
If yes	s, please explain			
For W	hich of the following des?	to you leave your community? (Chec	k all that apply.) Where do you	go to obtain these
Ø	Shopping			
12	Personal needs			
K	Banking			
M	Employment			
125	Social needs			
100	u currently use local t	nutrinesses in the community?		
Da ур	Yes No Would you continue for Yes No	ousinesses in the community? o use them if the Post Office is disco	intinued?	
Da yo	Yes □ No would you continue to Yes □ No Ram	o use them if the Post Office is disco		



CHARLES KRUSE PO BOX 5 HOLLAND, IA 50542

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Holland Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your latter:

 You stated that you would miss the special attention and assistance provided by the personnel at the Post Office. Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier.

If it is determined that a discontinuance of the Holland Post Office should be pursued, a formal proposal will be posted in the Grundy Center Post Office and Holland Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Thomas Allen Manager, Post Office Operations PO Box 9998

Cedar Rapids, lowa, 52405-9996

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Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the HOLLAND Post Office for each of the following:

Po	stal Services	Daily	Weekly	Monthly	Never
a.	Buying Stamps			X	
b.	Mailing Letters		EX.		
c.	Mailing Parcels			X	
d.	Pick up Post Office box mail	X			
ė.	Pick up general delivery mail				
f.	Buying money orders				X
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation			[X]	
h.	Sending Express Mail			X	
k:	Buying stamp-collecting material				90
Oth	ner Postal Services				
a.	Entering permit mailings	YES	¥ NO		
ь,	Resetting/using postage meter	YES	X NO		
No	npostal Services				
ä.	Picking up government forms (such as tax forms)	YES	X NO		
b.	Using for school bus stop	YES	X NO		
¢.	Assisting senior citizens, persons with disabilities, etc.	YES	X NO		
	If yes, please explain;				_
d.	Using public bulletin board	X YES	□ №		
e.	Other	YES	□ NO		
	If yes, please explain,				
Do	you pass another Post Office during business hours while traveling to or from wi	ork, or shopp	oling, or for p	personal ne	eds?
		YES	NO NO		
	If yes, please explain;		200		



3. M	ost Onic	se pox	ier deliver service o your cum	general	delivery	change to y service, com	our delivery a plete this sec	ervice — p	da ya	d to ques u think ca	stion 4, rrier roi	If you cu ite delive	rently ry serv	receive rice		
		*****	Better			Just as Goo				Opinion		X	Wors			
	If yes	pleas	e explain	IF	OUR	MALL	WILL	601	ye	out	FG	AUNU	y c	ENT	GR THEY	Ď,
	171/0	F 5 9	0 11	6 10	1500	- 64710	WIER CO1	0,00	40	11K5 M	10	FFI	7.10-	25	IVAT	
4.		nich of		POST TRACE.		Novi Control of the	nity? (Check a	100						700		
	X		pping													
	X	Pen	sonal nee	ds										_		
	[y]	Ban	king													
	X	Emp	ployment													
	χ	Sac	ial needs													
lame:		· 				R 455						r.o.com			-	
Addres	is:		Po	BOX	5	Ho	LAND	IA	5	064.	20	005			24	
eleph	ane:		3	19-8	24,	6806										
Date:			3-1	0-1	1											
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CLAYTON MCDIVITT 15351 L AVE HOLLAND, IA 50642

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Holland Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Holland Post Office should be pursued, a formal proposal will be posted in the Grundy Center Post Office and Holland Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Thomas Allen Manager, Post Office Operations PO Box 9998

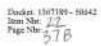
Cedar Rapids, Iowa, 52406-9998



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the HOLLAND Post Office for each of the following:

Pos	stal Services	Daily	Weekly	Monthly	Never
a.	Buying Stamps				X
b.	Mailing Letters				X
c	Mailing Parcels				X
đ.	Pick up Post Office box mail		\Box	Π,	X
e.	Pick up general delivery mail		E		X
f.	Buying money orders				X
9.	Obtaining special services, including Certified Mall, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation				X
h.	Sending Express Mail				X
L	Buying stamp-collecting material				X
Oth	ner Postal Services		9		
а.	Entering permit mailings	YES	× NO		
b.	Resetting/using postage meter	YES	XNO		
No	npostal Services				
a.	Picking up government forms (auch as tax forms)	YES	NO		
b.	Using for school bus stop	YES	NO		
G.	Assisting senior citizens, persons with disabilities, etc.	YES	×N0		
	If yes, please explain:				
d.	Using public bulletin board	YES	No		
e.	Other	YES	☐ NO		
	If yes, please explain:				- 10
Do	you pass another Post Office during business hours while traveling to or from w	ork, or shop	oping, or for	personal n	eeds?
		YES YES	□ NO		
	If yes, please explain:				





	Better Just as	Good No Opinior	Worse
If yes	, please explain:		
-			
For w	nich of the following do you leave your com	munity? (Check all that apply.) Where d	lo you go to obtain these
\prec	Shopping		
X	Personal needs		
X	Banking		
×	Employment		
X	Social needs		
Do yo	u currently use local businesses in the con	munity?	
	Yes No		
f yes.	would you continue to use them if the Pos	t Office is discontinued?	
	Yes No		
0	autommiDir	JH.	
The state of the state of	3511 DOG L	followed TA. S	obita.
15	000 01001	010000000000000000000000000000000000000	



ROBERT ABELS 19477 215TH STREET HOLLAND, IA 50642

Doar Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Holland Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

in response to your letter:

 The Postal Service has requested a change to five day delivery. This must be approved through Congress as we are Federally regulated. We are awaiting their response.

If it is determined that a discontinuance of the Holland Post Office should be pursued, a formal proposal will be posted in the Grundy Center Post Office and Holland Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Thomas Allen Manager, Post Office Operations PO Box 9998

Cedar Rapids, Iowa, 52406-9998

2



Postal Service Customer Questionnaire

Pos	stal Services	Dailty	Weekly	Monthly	Never
8.	Buying Stamps				X
b.	Mailing Letters				\leq
C.	Mailing Parcels		1.0		×
ď,	Pick up Post Office box mail		1	\Box	X
e,	Pick up-general delivery mail		1		X.
t.	Buying money orders				X
g	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation				X
h.	Sending Express Mall				X
L	Buying stamp-collecting material				X
Oth	ner Postal Services				
В.	Entering permit mailings	YES	X NO		
b,	Resetting/using postage meter	YES	DK.NO		
No	npostal Services				
W.	Picking up government forms (such as tax forms)	YES	X NO		
b.	Using for school bus stop	YES	NO		
G.	Assisting senior citizens, persons with disabilities, etc.	YES	XND	-0	
	If yes, please explain:				_
ď.	Using public bulletin board	YES	NO.		
0.	Other	YES	KNO		
	If yes, please explain:				
Do	you pass another Post Office during business hours while traveling to or from w	ork, or shop	ping, or for	personal n	eeds?
935		YES	□ NO		
	If yes, please explain: Grundy Center				



	Better	Just as Good	No Opinion	Worse
If ye	s, please explain:			
Entu	hich of the following do	vou leave vous community? (C	Check all that apply.) Where do you g	o to obtain these
service	nes?	700 mars 30m oznamny (c	-	
×	Shopping W	aterloo,	19	
X	Personal needs	Doctor		
×	Banking P	· W book		
×	Employment		te Keny	M A N
DX.	Social needs	1/	ater Church	Arvet
45.3		van apce		mens C/n
Do yo	ou currently use local bu	sinesses in the community?	****	MEN- CIN
20/07/	Yes No			
If yes	would you confinue to	use them if the Post Office is	discontinued?	
	Yes No			
	01	- NI	16	
me:	Rober	T U Nbe	15	
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te:	5-6-1	1		
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ase add e		on a separate piece of paper	and attach it to this form. Thank you	for taking the time to
	questionnaire.	190		=======================================
mplete this				
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mplete this	No n	rail se	rvice on	Saturd



KRIS AND AMY SEITZ 21814 210TH STREET HOLLAND, IA 50842

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuence of the Holland Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Holland Post Office should be pursued, a formal proposal will be posted in the Grundy Center Post Office and Holland Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 389-2902.

Sincerely,

Thomas Alien Manager, Post Office Operations PO Box 9998

Cedar Rapids, Iowa, 52405-9998

Docket (307189 - 56642 from Nov. 2-2 Page Nov. 3-9 A



Postal Service Customer Questionnaire

Po	stal Services	Daily	Weekly	Monthly	Never
8.	Buying Stamps			X	
b.	Mailing Letters				X
C.	Mailing Parcels			1	X
d	Pick up Post Office box mail				X
8.	Pick up general delivery mail				X
ţ.	Buying money orders				X
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation		10		$ \mathbf{X} $
h.	Sending Express Meil				X
i,	Buying stamp-collecting material				X
Ot	her Postal Services				
8.	Entering permit mailings	YES	X NO		
b.	Resetting/using postage meter	YES	X NO		
No	onpostal Services				
a.	Picking up government forms (such as tax forms)	YES	X NO		
b.	Using for school bus stop	YES	X NO		
Ç.	Assisting senior citizens, persons with disabilities, etc.	YES	NO ⊠		
	If yes, please explain:	-			
d.	Using public bulletin board	YES	⊠ NO		
e.	Other	YES	⊠ NO		
	If yes, please explain:				
D	g you pass another Post Office during business hours while traveling to or from w	vork, or shop	ping, or for	personal r	eeds?
		X YES	□ NO		
	If yes, please explain:	We ho	th pa	55 a 5	post



Post Offic will comp	e box service o are to your curr	ent service?		section. How do you think carrier No Opinion	Worse
	Better	1	Just as Good	No Opinion	113,000
if yes	, please explain	1:			
For what service	hich of the followes?	wing do you leav	e your community? (Ch	eck all that apply.) Where do you	go to obtain these
X	Shopping	Waterloo	Cedar Falls		
X	Personal ne	eds Wate	rloo/cedars	RIS	
X	Banking	Grundy (ienter		
X	Employmen	n Dike	, Grundy C	enter	
X	Social need		100/cedar Fa		
	// <u></u>	935 SD 177	1		
5. Do yo			s in the community?		
1f since	Yes		n if the Post Office is di	scontinued?	
пуса	X Yes				
	9		a.		
Name:	Kris + A	tmy Sei	ti		
Address:	21814	210th 8	+.		
Telephone	824.2	1305			
- Septimina	-1-1	14.67			
Date	5 10 11				



D6/08/2011

JUDY HOMEISTER 503 1ST AVE NORTH HOLLAND, IA 50642

Dear Postal Service Customer:

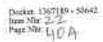
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If it is determined that a discontinuance of the Holland Post Office should be pursued, a formal proposal will be posted in the Grundy Center Post Office and Holland Post Office at a later date. If you have additional questions or comments, please feel free to confact Karen Lenane at (319) 399-2902.

Sincerely,

Thomas Allen Manager, Post Office Operations PO Box 9998

Cedar Rapids, Iowa, 52406-9998





¥333	INPRODUEDS T	Daily	Weekly	Monthly	Never
3.	tal Services Buying Stamps			V	
b.	Mailing Letters	4			
6	Mailing Parcels			14	
ď	Pick up Post Office box mail				W
e.	Pick up general delivery mail				V
f.	Buying money orders		\Box		
9	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation			H	
h.	Sending Express Mail	111			W
T.	Buying stamp-collecting material			3	
Ott	ner Postal Services		-1		
a,	Entaring permit mailings	YES	NO		
b.	Resetting/using postage meter	YES	NO		
No	inpostal Services		9		
a	Picking up government forms (such as tax forms)	YES	Y NO		
b.	Using for school bus stop	YES	14 NO		
c	Green porcers with disabilities etc	YES	NO.	60	
	If yes, please explain:				
ď.	Using public bulletin board	VES	☐ NO		
- T	Other	YES	_ NO)	
200	If yes, please explain:				
D	o you pass another Post Office during business hours while traveling to or from a	work, or sho	oping, or fo	r personal	needs?
	R\$9.00	YES	NO.)	
	If yes, please explain:				



3 Pos	st Office	carrier delivery, then box service or gener e to your current sen	al delivery service, companie a	very service — proceed to quest his section. How do you think car	rier route delivery service
		Better	Just as Good	No Opinion	Worse
	If yes, p	oleass explain:			
4.	For whice	ch of the following do		Check all that apply.) Where do y	ou go to obtain these
	4	Shopping	Grundy Cast	ar, Waterchoo	
	1	Personal needs	27	(*)	
	Y	Banking		Eldbla	
	V	Employment	Eddea		
	V	Social needs	Egrundy (arter	
5.	Da yau	currently use local b	usinesses in the community?		
		Yes No			
	If yes, v	would you continue to Yes No	use them if the Post Office is	discontinued?	
Name:		Undy	Homeisten		
Addres	55:	503-18	Que Moth,	Glolland.	IA 50642-811
Teleph	none:	319-82	4-3980		
Date		5-	9-11		



SAMANTHA ABKES 22897 150TH STREET HOLLAND, IA 50642

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Holland Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Holland Post Office should be pursued, a formal proposal will be posted in the Grundy Center Post Office and Holland Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Thomas Allen Manager, Post Office Operations PO Box 9998

Cedar Rapids, Iowa, 52406-9998



nel	al Services	Daily	Weekly	Monthly	Neve
	Buying Stamps				1
	Control of		13		V
	Mailing Letters		100	177	V
	Maiing Parcels		(Period	1000	te
	Pick up Post Office box mail	la.			
	Pick up general delivery mail			1	V
	Buying money orders				V
	Obtaining enecial services, including Certified Mail, Registered Mail, Insured	117			V
	Mail, Delivery Confirmation, or Signature Confirmation	2000		177	
	Sending Express Mail	11			1
	Buying stamp-collecting material		-1		1
m	er Postal Services		/		
L.	Entering permit mailings	YES	MNO		
80	Resetting/using postage melar	YES	NO		
No	npostal Services	_/			
ı.	Picking up government forms (auch as tax forms)	V YES	□ NO		
b	Using for school bus stop	YES	INO		
c,	Assisting senior ditizens, persons with disabilities, etc.	YES	NO	60	
	If yes, please explain:				_
	O FOR DUVING THE WORLD COLUMN	T YES	VNO)	
đ.	Using public bulletin board	□ YES	TINO		
8.	Other	100	TD, inc		
	If yes, please explain:				
D	you pass another Post Office during business hours while traveling to or from	work, or sho	pping, or fo	r persona	need
		V YES	S NO	2	



For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services? Shopping (T/Watcher/Parkusburg) Personal needs Parkusburg/Ct Banking Dike Employment Parkusburg/Watcher Social needs Do you currently use local businesses in the community? Yes No If yes, would you continue to use them if the Post Office is discontinued? Yes No Sannantha Albae Services? Albae Services of the following to obtain these services all that apply.) Where do you go to obtain these services? Herefore the following do you leave your community? Figure 1. So the St., Following the post office is discontinued? Services of the following do you leave your community? For the following do yo	Better Just as Good	No Opinion	Worse
Shopping CF / Watal W Parkusburg Personal needs Parkusburg CF Banking Dike Employment Parkusburg Warturou Social needs Do you currently use local businesses in the community? Yes Mo If yes, would you continue to use them if the Post Office is discontinued? Yes No Savnan the Albae 3350 117	If yes, please explain:		
Shopping CF/Watcusburg/Parkusburg Personal needs Parkusburg/CF Banking Dico Employment Parkusburg/Watcusburg Social needs Do you currently use local businesses in the community? Yes No If yes, would you continue to use them if the Post Office is discontinued? Yes No Savy and the Albae Savy and t			
Shopping CF / Watur / Parkusburg Personal needs Personal needs Employment Parkusburg / Watur OU Social needs Do you currently use local businesses in the community? Yes Mo If yes, would you continue to use them if the Post Office is discontinued? Yes No Sannan the Abbas ss. 2355 of No. St., Holland, 14 50642	Considers of the following do you leave your community?	(Check all that apply.) Where do you go	to obtain these
Personal needs Parbusburg CF Banking Dico Employment Parbusburg Wanturou Social needs Do you currently use local businesses in the community? Yes No If yes, would you continue to use them if the Post Office is discontinued? Yes No Sannan tha Addes se 225 97 150 ft St., Holland, 1A 50642	services?		
Employment Parkusburg / Warfulov Social needs Do you currently use local businesses in the community? Yes No If yes, would you continue to use them if the Post Office is discontinued? Yes No Savnantha Abba Savnantha Abba Social needs Abba Savnantha Abba Social No Social needs	Shopping (I/Watula) Pa	llcusburg	
Employment Parkusburg / Warfulou Social needs Do you currently use local businesses in the community? Yes No If yes, would you continue to use them if the Post Office is discontinued? Yes No Savnan the Aldres Social No St., Holland, 1A 50642	Personal needs Parbusburg	1 CF	
Employment Parkusburg / Warfulou Social needs Do you currently use local businesses in the community? Yes Mo If yes, would you continue to use them if the Post Office is discontinued? Yes No Savnan the Abber Social needs Abbreviate For St. Folland, 1A 50642	Banking Tolka		
Social needs Do you currently use local businesses in the community? Yes M No If yes, would you continue to use them if the Post Office is discontinued? Yes No Savnan the Abbes Social needs No Social needs No If yes M No Social needs No Social needs No If yes M No If yes		Landard T	
Do you currently use local businesses in the community? Yes No If yes, would you continue to use them if the Post Office is discontinued? Yes No Savnan the Aldrew Ess. 22897 150th St., Holland, 1A 50642		00044100	
If yes, would you continue to use them if the Post Office is discontinued? Yes No Sannan the Above 32897 150th St., Holland, 1A 50642	Social needs		
If yes, would you continue to use them if the Post Office is discontinued? If yes, would you continue to use them if the Post Office is discontinued? Sayr an the Above Sayr an the Above 1 30 47 150 th St., Holland, 1A 50642	57(50) 5740		
If yes, would you continue to use them if the Post Office is discontinued? Yes No Savn an the Abbes Tess: 22897 150th St., Holland, 1A 50642		0	
Samantha Abbes = 22897 150th St., Holland, 14 50642	1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 -	is discontinued?	
Samantha Abor 22897 150th St., Holland. 14 50642		is gaçonimado.	
CIE 330-1117	Yes No		
22897 150th St., Holland, 14 50642	P H. Alm	Nair Nair	
ress () () a l l (C	· Darran The Har	11.0 1 11.2	1.51.1.5
Sig 330-1117	- 22897 150th St.	, Holland, It's	0642
phone: S15-338-0/H+			
	SIC -336-014		
	phone: 313 338 01071		



SUSAN CATRON 104 2ND AVE HOLLAND, IA 50642

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Holland Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Holland Post Office should be pursued, a formal proposal will be posted in the Grundy Center Post Office and Holland Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Thomas Allen Manager, Post Office Operations

PO Box 9998

Codar Rapids, Iowa, 52406-9998



Pos	stal Services	Daily	Weekly	Monthly	Never
8.	Buying Stamps			X	Ш
b.	Mailing Letters			\times	
¢.	Mailing Parcels			1	
đ.	Pick up Pest Office box mail.	X			
ŧ.	Pick up general delivery mall				
£	Buying money orders			X	
9.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation				
h.	Sending Express Mail				
i,	Buying stamp-collecting material	U			
Ot	her Postal Services		250000000		
a,	Entering permit mailings	YES	M NO		
b.	Resetting/using postage meter	YES	X NO		
No	npostal Services				
а.	Picking up government forms (such as tax forms)	YES	NO NO		
b.		YES	⊠ NO		
C,	Assisting senior citizens, persons with disabilities, etc.	YES	₩ NO		
	If yes, please explain:				
d.	Using public bulletin board	X YES	□ №	i)	
ė.	Other	YES	☐ ND		
	If yes, please explain:	-			
D	o you pass another Post Office during business hours while traveling to or from v	The second of th			needs?
		YES	X NO	6	
	If yes, please explain:				

1



	Better		Just as G	bood	2	No Opinio	on:	Worse
f ves.	please explain:	Would	mail	be.	delivere	d to	homes	or a
by.	. Ishen	blucould	W	Mauc	axcess	7		
or whi	ich of the followi	ng do you leave	your comr	nunity? (C	heck all that app	ly.) Where	do you go to o	obtain these
1	Shopping							
V	Personal need	ds						
	Banking							
	Employment							
	Social needs							
	vourrently use to Yes would you confi	No			discontinued?			
S	usan 04 2nd	Cation Ave ,	lolla	nd,	JA S	5064	λ	



EDWARD AYERS 19548 M AVE HOLLAND, IA 50642

Dear Postal Service Customer:

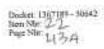
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Sincerely,

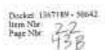
Thomas Allen Manager, Post Office Operations PO Box 9998

Cedar Rapids, Iowa, 52406-9998





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rcels				H
st Office box mail		lumi.		
				L
neral delivery mail				1
ney orders				M
special services, including Certified Mail, Registered Mail, Insured ery Confirmation, or Signature Confirmation	(H
xpress Mail				+
mp-collecting material				H
ervices				
ermit mailings	YES	+ NO		
using postage meter	YES	I- NO		
vices			/-	
government forms ax forms)	YES	FNO		
school bus stop	YES	I NO		
senior citizens, persons with disabilities, etc.	YES	LNO		
ase explain:	_			
olic bulletin board	YES	P NO		
	YES	410		
ase explain:				
pother Post Office during business hours while traveling to or from v	work, or shop	pping, or for	personal	needs?
nevices in executivitation en la local de local de Local de la local de la loc				
	YES	NO	Cons	1
	vices (government forms ax forms) school bus stop senior citizens, persons with disabilities, etc. ase explain:	vices government forms ax forms) school bus stop senior critizens, persons with disabilities, etc. see explain: VES ase explain: Onother Post Office during business hours while traveling to or from work, or shop	vices government forms ax forms) school bus stop senior critizens, persons with disabilities, etc. ase explain: VES NO VES N	using postage meter vices government forms ax forms) school bus stop senior citizens, persons with disabilities, etc. see explain: vice bulletin board ves voo v





	Better	Just as Good	No Opinion	Worse
If ye	s, please explain:			
Far.	minh of the following do	you leave your community? (Che	ck all that apply.) Where do you g	o to obtain these
servi	ces?	/	n 1	
P	Shopping	Gryndly	1 (twee	
6	Personal needs	111	1008	
E	Banking	οV	2011	
B	Employment	89	11	
200	Social needs	90	69	
25	Social needs			
1	***************************************			
1	***************************************	usinesses in the community?		
Doy	you currently use local b	usinesses in the community?		
Doy	you currently use local b		continued?	
Doy	you currently use local b	usinesses in the community?	continued?	
Dog	you currently use local b Yes No No ye, would you continue to	usinesses in the community?	continued?	
Doy	you currently use local b Yes No No ye, would you continue to	usinesses in the community?	continued?	Is, 506



SENTS

19147 180TH STREET HOLLAND, IA 50842

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Holland Post Office. Your comments. along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

 You expressed a concern about delivery time. The top priority of the Postal Service is to provide mail service in the most efficient manner possible because all of our costs are reflected in postage rates customers must pay. Delivery costs are one of our biggest expenses, so you can be assured that careful thought is given to the structure of each route. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world. to minimize vehicle and fuel expenses we must also pay special attention to energy conservation measures. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$1 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover. We do regret the inconvenience to oustomers who would like, but cannot receive, early mail delivery. For those customers we offer alternative delivery services, such as Post Office box service that provide access to their mail earlier and throughout the day.

if it is determined that a discontinuance of the Holland Post Office should be pursued, a formal proposal will be posted in the Grundy Center Post Office and Holland Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenans at (319) 399-2902.

Sincerely.

Thomas Allen Manager, Post Office Operations PO Box 9998

Cedar Rapids, Iowa, 52405-9998

1



Postal Service Customer Questionnaire

Pos	tal Services	Daily	Weekly	Monthly	Never
a.	Buying Stamps		X		
ь.	Mailing Letters	X			
Ç,	Mailing Parcels		X		
ď,	Pick up Post Office box mail	X			П
e.	Pick up general delivery malt	X			
f,	Buying money orders				×
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation		×		
h.	Sending Express Mail		X		
L	Buying stamp-collecting material				X
Oti	ner Postal Services	100	6-6		
а.	Entering permit mailings	YES	X NO		
b.	Resetting/using postage mater	YES	X NO		
No	npostal Services				
D.	Picking up government forms (such as tax forms)	YES	□ NO		
b.	Using for school bus stop	YES	> NO		
c.	Assisting senior citizens, persons with disabilities, etc.	YES	NO NO		
	If yes, please explain:				
d.	Using public bulletin board	TO YES	□ NO	Ĭ.	
в.	Other	YES	₩ NO	6	
	If yes, please explain:				
2 D	you pass another Post Office during business hours while traveling to or from o	work, or sha			needs?
	If yes, please explain:	111-1110010			



	Better	1.1	Just as Go	od		No Opi	nion	A	Worse
If yes	, please explain:	It	will	be 1	ates 1	lelicero	for	everyo	ne
-							7		
					C15 C11 C11 C11 C11		101427.242	COLUMBIA DE LA COLUMBIA	200
For wh	nich of the following o	o you leave	your commi	unity7 (Che	eck all that	appiy,) whe	re do you g	to 10 botain to	000
×	Shopping	1.507	aloro,	Cry	du C	atter			
1-	A 21 (2) (2) (2) (2)	Wire	1,1010	the best	1	77.1			
	Personal needs								_
X	Banking	Gru	nAso.	Cente	~				
	Employment	- Lia	areng						
X	Social needs	Was	tertex	S					
	Yes No Would you continue	to use them			continued	ı			
If yes	Yes No would you continue	to use them			continued	,			
If yes	Yes No would you continue Yes No	to use them	if the Post C	Office is di	continued	540			
If yes	Yes No. No. Yes No.	to use them	Ho.	Office is di		540			
	Yes No. No. Yes No.	to use them	Ho.	Office is di		540			
If yes	Yes No.	10 use them	Ha	Office is dis	l I	4	. Thank yo	u for taking th	e time



LINDSEY IHNS PO BOX 518 HOLLAND, IA 50842

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Hotland Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Holland Post Office should be pursued, a formal proposal will be posted in the Grundy Center Post Office and Holland Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenene at (319) 399-2902.

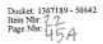
Sincerely.

Thomas Allen

Manager, Post Office Operations

PO Box 9998

Cedar Rapids, iowa, 52406-9998





	Pos	tal Services	Daily	Weekly	Monthly	Never
	а.	Buying Stamps			1	
	ь.	Mailing Letters		V		
	c.	Mailing Parcels			\Box	
	d.	Pick up Post Office box mail	V		1000	
	e.	Pick up general delivery mail	4		0	
	£	Buying money orders				3
	g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	[3]			Y
	h.	Sending Express Mail				V
	Î,	Buying stamp-collecting material				V
	Oth	ner Postal Services				
	a.	Entering permit mailings	YES	NO		
	b.	Resetting/using postage meter	YES	M NO		
	No	npostal Services		- 2		
	В	Picking up government forms (such as tax forms)	YES	NO		
	b,	Using for school bus stop	YES	NO		
	C,	Assisting senior citizens, persons with disabilities, etc.	YES	M NO		
		If yes, please explain:				_
	d.	Using public bulletin board	YES	₩NO		
	e.	Other	YES	NO NO		
		If yes, please explain:	_			_
2	Do	you pass another Post Office during business hours while traveling to or from v	vark, or shop			reeds?
			YES	MO NO		
		If yes, please explain:				



3. Post will o	Office box service or gen- compare to your current se	eral delivery service, compl ervice?	ete mis section. Now		_/
	☐ Better	Just as Good		No Opinion	Worse
1	f yes, please explain:				-
2,5					
	or which of the following d ervices?	lo you leave your communi	ty? (Check all that app	oly.) Where do you	go to obtain these
Ī	Shopping W	aterioo			
3	Personal needs				
7	Banking Cary	umu cont	ei		
-	Employment C	mindir Co	nter		
9	Social needs	- 3			
	A 100-CS				
5. C	Oo you currently use local Yes No	businesses in the commun	ity?		
H	Property Comments	to use them if the Post Offi	ce is discontinued?		
W.	Yes No				
	Lalan	-1005			
Name:	Lindsey	-14/1/2			
Address	304 4th	Avenue	P.O. B	813 00	Holland
Telepho	ne 319-24	0-6758			
Date:	5/6/11				



JOHN AND VIOLET LAUNSTEIN 20975 205TH STREET

HOLLAND, IA 50642

Dear Postal Service Customer:

Thank you for returning your questionnairs concerning the proposed discontinuance of the Holland Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

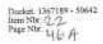
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Sincerely,

Thomas Allen Manager, Post Office Operations

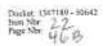
PO Box 9998

Cedar Rapids, Iowa, 52406-9998





051	al Services	Dally	Weekly	Monthly	Nev
	Buying Stamps			\times	
1.	Mailing Letters	口	X		-
	Mailing Parcels			(2)	
i,	Pick up Post Office box mail				Z
	Pick up general delivery mail			(2
	Buying money orders			1	5 HV
9	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation				
b.	Sending Express Mail				2
ŧ.	Buying stamp-collecting material				Ď
Oth	er Postal Services		22270076		
8.	Entering permit mailings	YES	X NO		
b.	Resetting/using postage meter	YES	⊠ ио		
No	npostal Services		-3		
а.	Picking up government forms (such as tax forms)	YES	₩ NO		
b.	Using for school bus stop	YES	⊠ мо		
d.	Assisting senior citizens, persons with disabilities, etc.	YES	₩ NO		
	If yes, please explain:				
d.	Using public bulletin board	YES	⊠ №		
e,	Other	YES	∑ №	ŝ	
	If yes, please explain:	_			
Do	you pass another Post Office during business hours while traveling to or from o				need
		X YES	□ NO	ON RESIDENCE	
	If yes, please explain:	OWE	bank	+ lib	cary
	is incated in Goundy Center, which we will		ekly		





		Better	Just as Good		No Opinion	Worse
If ye	s, ple	ase explain:				
	959	44V24 0 0	lo you leave your community? (Thank all that ann	ily) Where do you a	o to obtain these
servi	ces?	of the following o	o you leave your community? (Please of placeby	11,711-1-1-1	
X	S	shopping Gru	undy Center + h	Saterloo / C	edar Fals	
X	P	ersonal needs	Waterlool Cedar	Fals		
53	Ε	Banking Gru	ndy Center			
	E	Employment.	- U			
Ø	- 59	Social needs				
122	-	No est Way				
Doy		Yes No	businesses in the community?			
If ye	-		to use them if the Post Office is	discontinued?		
4,4,55	×	Yes No				
ne: J	ha.	+ Violet	Launstein			
irass /	200	75 205	n St Holland	IA 506	42	
	-					
phone.						



SCOTT AND CINDY DALTON 18658 170TH STREET HOLLAND, IA 50642

Dear Postal Service Customer:

Thank you for returning your questionnake concerning the proposed discontinuance of the Holland Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

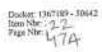
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Sincerely,

Thomas Allen Manager, Post Office Operations

PO Box 9998

Cedar Rapids, Iowa, 52408-9998





			Daily	Weekly	Monthly	Never
	POS A	tal Services Buying Stamps				X
		AND A PROPERTY OF THE PROPERTY				X
	ь.	Malling Letters			[5]	X
	C.	Mailing Parcels	1777		1000	X
	d.	Pick up Post Office box mail			11	
	e.	Pick up general delivery mail				X
	f.	Buying money orders				X
	g	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation				X
	h.	Sending Express Mail			Ш	X
	ļ.	Buying stamp-collecting material	-			X
	Oth	ner Postal Services		40		
	a,	Entering permit mailings	YES	X NO		
	b.	Resetting/using postage meter	YES	X NO		
	No	npostal Services				
	a.	Picking up government forms (such as tax forms)	YES	X ND		
	b.	Using for school bus stop	YES	X NO		
	c.	Assisting senior citizens, persons with disabilities, etc.	YES	X NO		
		If yes, please explain:				
	d.	Using public bulletin board	YES	X NO	į.	
	e.	Other	YES	X NO	ğ	
		If yes, please explain: the Past office in Gra	2ppr	enter	- F\\r	eady
2	D	you pass another Post Office during business hours while traveling to or from v	VOTK, OF WHOS	oping, or io	грегьский	neeus
			Y LES	NO.	20	
		Daily - Work in Grundy Center	4 R	einber	UK	



	Better	Just as Good	No Opinion	Worse
If yes.	please explain:			
For whi	ich of the following o	do you leave your community? (Che	ck all that apply.) Where do you g	o to obtain these
X	Shopping			
X	Personal needs			
X	Banking			
X	Employment			
K)	Social needs			
Do you	currently use local	businesses in the community?		
	X Yes No	j		
If yes,		to use them if the Post Office is dis-	continued?	
	Yes No	1		
	ott + Ci	ndy Datton		
50		- Lu	1111 1-12	651417
	8658 1	70th Street	Holland, IA.	10670



JEFF MELCHER 21878 210TH STREET HOLLAND, IA 50842

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Holland Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

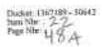
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Sincerely,

Thomas Allen Manager, Post Office Operations

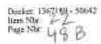
PO Box 9998

Cedar Rapids, Iowa, 52405-9998





Pos	tal Services	Daily	Weekly	Monthly	Never
а,	Buying Stamps			12	
b.	Mailing Letters			×	
c.	Mailing Parcels			×	
d.	Pick up Post Office box mail			\bowtie	
e.	Pick up general delivery mail				X
f,	Buying money orders				M
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation			M	
h.	Sending Express Mail			[24]	
i,	Buying stamp-collecting material				\geq
Oth	ner Postal Services				
a.	Entering permit mallings	YES	24 NO		
b.	Resetting/using postage meter	YES	₩ NO		
No	npostal Services		-0.0		
a.	Picking up government forms (such as tax forms)	YES	PO NO		
b.	Using for school bus stop	YES	NO NO		
C.	Assisting senior citizens, persons with disabilities, etc.	YES	NO NO		
	If yes, please explain:				
d:	Using public bulletin board	YES	₩ мо		
e.	Other	YES	≥ NO		
	If yes, please explain:				
Do	you pass another Post Office during business hours while traveling to or from v	vork, or shop	oping, or for	personal	needs?
		YES			
	If yes, please explain:	W			





	ere to your current se	Just as Good	j	No Opinion	Worse
If yes	s, please explain:				
_					
For w		o you leave your commun	nity? (Check all that ap	ply.) Where do you g	o to obtain these
54	Shopping (rundy Lent	8		
	Personal needs	TV 4401 (80000)	ter led	Talls	
3	Banking (TM	1//		
N	Employment (-rundy (ex	Ler, Wat	er loo (me)	
П	Social needs	Grandi Lei	ster Ho	land (Lone	Tree
		7	7		
Do yo		businesses in the commu	nity?		
	Yes No		To the attenuation of the		
If yes	would you continue Yes No	to use them if the Post Of	tice is disconlinued?		
	154 164 E				
ner Ju	Melcher	1			
	11000	210 st H	Hand In	50642	
iress	-10 /8	Alv 31 Pil	In the same		
	(319)824	3600	(309) 645	8313	
aphone	1				



AMY CLAPP 19045 K AVE HOLLAND, IA 50842

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Holland Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

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Sincerely,

Thomas Allen Manager, Post Office Operations PO Box 9996

Cedar Rapids, lows, 52406-9998





Pos	tal Services	Daily	Weekly	Monthly	Neve
a.	Buying Stamps		Ш	X	
b.	Mailing Letters		X		
c.	Mailing Parcels				X
d.	Pick up Post Office box mail				X
ē.,	Pick up general delivery mail			Monthly Company of the Company of th	
ť	Buying money orders				\times
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation				X
'n.	10.00				×
1;	Buying stamp-collecting material			\Box	X
Ott	ner Postal Services		. 7		
ä.	Entering permit mailings	YES	NO		
ь.	Resetting/using postage meter	YES	× NO		
No	npostal Services				
8.	Picking up government forms (such as tex forms)	YES	XNO		
b.	Using for school bus stop	YES	NO		
c,	Assisting senior citizens, persons with disabilities, etc.	YES	× NO		
	If yes, please explain:				
d.	Using public bulletin board	YES	X NO		
6.	Other	YES	□ NO		
	If yes, please explain:	_			_
Do	you pass another Post Office during business hours while traveling to or from v	vork, or shap	ping, or fo	personal	needs
		YES			
	If yes, please explain:	mst	Hee	eto	_
	activities at school + to queen	100		- Columb	



 Post Office 	re carrier delivery, the se box service or gene are to your current se	e will be no change to your deliver ral delivery service, complete this vice?	ery service — proceed to question section. How do you think carrie	n 4. If you currently receive er route delivery service
	Better	Just as Good	No Opinion	Worse
If yes	, plesse explain:			
4. For what service	es?	you leave your community? (Ch	eck all that apply.) Where do you	u go to obtain these
The	Shopping W	Her 100/CF		
X	Personal needs	Grudy Center	of Ceder Fall	\$
X	Banking (1)	dar Fills		
	Employment			
X	Social needs \	Notaloty Cedar F	ills	
5. Do yo	o currently use local t	ousinesses in the community?		
	Yes No			
If yes,	would you continue t	o use them if the Post Office is di	scontinued?	
	Yes No			
Name:	Arry Cla	pp		
Address	19045	KAve, Ho	lland, IA	
Telephone:	(319) 8	24-6084		
Date	5/8/11			



BERNARD BUSKOHL 19078 M AVE HOLLAND, IA 50642

Dear Postal Service Customer:

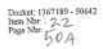
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Sincerely,

Thomas Alien Manager, Post Office Operations PO Box 9998

Cedar Rapids, lowe, 52405-9998





Postal Service Customer Questionnaire

Please check the appropriate box to indicate whether you use the HOLLAND Post Office for each of the following:

Pos	tal Services	Daily	Weekly	Monthly	Neve
п.	Buying Stamps			X	
b.	Mailing Letters		8		
c.	Mailing Parcels			X	
d.	Pick up Post Office box mail				X
8.	Pick up general delivery mail				1
1.	Buying money orders	1			X
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation				X
ħ.	Sending Express Mail				Y
L	Buying stamp-collecting material				X
	ner Postal Services				
Bi:	Entering permit mailings	YES	X NO		
ь.	Resetting/using postage meter	YES	₩ NO		
No	npostal Services				
8.	Picking up government forms	YES	K NO		
-80	(such as tax forms)	YES	X NO		
b.	Using for school bus stop	- vee	M NO	20	
C.	Assisting senior citizens, persons with disabilities, etc.	YES	A NO	2	
	If yes, please explain:				
ď,	Using public bulletin board	YES	X NO		
e.	Other	YES	K NO)	
	If yes, please explain:				
D	you pass another Post Office during business hours while traveling to or from	work, or sho	pping, or fo	r personal	needs
	3942.500	YES	X NO).	
	If yes, please explain:				



sem succep	are to your current so		No Onleion	Worse
	Better	Just as Good	No Opinion	vvotae
If yes	s, please explain.			
For w		to you leave your community? (Che	ck all that apply.) Where do you g	to obtain these
	Shopping			
•	Personal needs	marked wron	uq	
Q.	Banking	- u	7.	
	Employment			
	Social needs			
Do y	ou corrently use local	businesses in the community?		
	Yes No			
If yes	, would you continue	to use them if the Post Office is dis-	continued?	
	Yes No			
me:	Bernoul	Bukohl		
W. W. C.	19078	m Ave. B	Lelland Dense	,
dress			printing or to	
lephone	319-82	4-6492		
	(AC) (SEE)	00		
te:	5-9-1			



DALE AND DENISE AKKERMAN 22318 150TH STREET HOLLAND, IA 50642

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Holland Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

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Sincerely.

Thomas Allen Manager, Post Office Operations

PO Box 9998

Cedar Rapids, Iowa, 52406-9998



Postal Service Customer Questionnaire

Please check the appropriate box to indicate whether you use the HOLLAND Post Office for each of the following:

os	tal Services	Daily	Weekly	Monthly	Nev
i, i	Buying Stamps				3
	Mailing Letters				1
	Mailing Parcels				
i.	Pick up Post Office box mail				L
	Pick up general dalivery mail				L
	Buying money orders	13			1
9.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation				à
1.	Sending Express Mail				4
	Buying stamp-collecting material				0
Oth	er Postal Services				
a,	Entering permit mailings	YES	MO		
b.	Resetting/using postage meter	YES	NO		
No	npostal Services		- 33		
a.	Picking up government forms (such as tax forms)	YES	YNO		
b:	Using for school bus stop	YES	HNO		
c.	Assisting senior citizens, persons with disabilities, etc.	YES	₩NO		
	If yes, please explain:				
d.	Using public bulletin board	YES	I NO	Ĭ.	
e.	Other	YES	L NO		
	If yes, please explain:	-			
Do	you pass another Post Office during business hours while traveling to or from v	vark, or shop	ping, or for	personal	needs
		YES	NO.		



	Better	Just as Good	No Opinion	Worse				
If yes	s, please explain;							
Far w		to you leave your community? (Cher	k all that apply.) Where do you go	o to obtain these				
57	Shopping CF/ Waterloo							
4	Personal needs	W 34L						
V	Banking Par	kersburg/Grundy	Center					
TH		plington / Grundy						
	Social needs	,						
on the control	Yes 🗌 No	to use them if the Post Office is disc	ontinued?					
327	Dale - Den	ise Akkerman						
ame: [Dale - Den 22318 150	TOTAL STATE OF THE	(A 5th/92-806	o)				



MARY JANE NORTH PO 80X 104 HOLLAND, IA 50642

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Holland Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

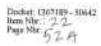
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Sincerely,

Thomas Allen Manager, Post Office Operations

PO Box 9998

Cedar Rapids, Iowa, 52405-9998



2.



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the HOLLAND Post Office for each of the following:

Po	stal Services	Dally	Weekly	Monthly	Neve
a,	Buying Stamps			W	
b.	Mailing Letters		W		
G.	Mailing Parcels			Test !	
d.	Pick up Post Office box mail	12			
0.	Pick up general delivery mail	o d			
f.	Buying money orders				W
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation		П	w/	
h.	Sending Express Mail				B
i,	Buying stamp-collecting material				TH/
Ott	ner Postal Services				130011
ä.	Entering permit mailings	YES	Y NO		
b,	Resetting/using postage meter	YES	W NO		
No	npostal Services				
a.	Picking up government forms (such as fax forms)	YES	₩ NO		
b.	Using for school bus stop	YES	□ NO		
C,	Assisting senior citizens, persons with disabilities, etc.	YES	V NO		
	If yes, please explain:		10/00/00		_
d.	Using public bulletin board	∏-ŶES	□ NO		_
е.	Other	YES	IV NO		
	If yes, please explain:				
Do	you pass another Post Office during business hours while traveling to or from wo	ork, or shopp	ing, or for p	ersonal ner	eds?
		YES	□ NO		
	It yes, please explain: Grandy Chater post of				



De.	tter	Just as Good		No Opinion	Worse
If yes, please e	xplain:				
-					
For which of the services?	following do you	leave your community? (C	heck all that appl	y.) Where do you g	o to obtain these
F Shoppi	ng - Wat	0x/00 IA			
Person	al needs (AP)	under Conter	Y		
Bankin		1 "			
Employ	ment ye	tired			
Social i	needs - W	otesloo or Gr	and Court	an a	
Dr			/		
	No No	sses in the community?			
		them if the Post Office is di	scontinued?		
is yea, would you	No.				
A STATE OF THE PARTY OF THE PAR					
	Jans.	Worth			
□ Yes	June 104-2	Worth 1784 215th			
Many Po Box	June 104 - 2				



JIM AND DEANNA MOELLER 19876 J AVE HOLLAND, IA 50642

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Holland Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

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Sincerely,

Thomas Allen Manager, Post Office Operations PO Box 9998

Cedar Rapids, lows, 52406-9995

Dricket: 131/189 - 50642 Item Nix : 2-2 Page Nix : 5-3 A

2



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the HOLLAND Post Office for each of the following:

Po	stal Services	Dality	Weekly	Monthly	Never
a.	Buying Stamps				
b.	Mailing Letters		\Box		N.
C.	Mailing Parcels				D
d.	Pick up Post Office box mail				1
è.	Pick up general delivery mail				4
ŧ,	Buying money orders				1
9.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation				1
h.	Sending Express Mail				1
ŭ.	Buying stamp-collecting material				1
Ott	er Postal Services		137		
3.:	Entering permit mailings	YES	NO		
b.	Resetting/using postage meter	YES	NO		
No	npostal Services		1		
1.	Picking up government forms (such as tax forms)	YES	IV NO		
ì.	Using for school bus stop	YES	NO		
0	Assisting senior citizens, persons with disabilities, etc.	YES	INO.		
	If yes, please explain:				
d.	Using public bulletin board	YES	NO		
ė.	Other	YES	□ NO		
	If yes, please explain:				
Da	you pass another Post Office during business hours while traveling to or from w	ork, or shop	oing, or for	personal n	eeds?
		YES	□ NO	1-+	-
	If yes, please explain:	Gri	ındu	Cente	V



	Better	Just as Good	No Opinion	Worse
If yes, ple	ease explain:			
-				_
For which	of the following do	unit leave unit community? /Cha	ck all that apply.) Where do you go	In obtain these
services?	0.00	you leave your commany's (one	ox as trial apply, y where do you go	to octall i sese
V 8	Shopping (TV)	undu Center	- Waler los	
	Personal needs		110000-000-0000-000-000-00	
0/1	Banking Gru	under Centry		
	Employment SV (undy Cinter		
	Social needs	1 200		
Do you cu	rrently use local but	sinesses in the community?		
	Yes L No			
		use them if the Post Office is disc	ontinued?	
	uld you continue to			
	uld you continue to			
		Cn 11		
		inna Moelle	<u> </u>	
		enna Moelle	1/2 1 10	
If yes, wou		inna Moelle	Mand, JA	
		inna Moelle Jave He	Mand, JA	



DENISE GRAVES 21035 215TH STREET HOLLAND, IA 50642

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Holland Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

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Sincerety.

Thomas Allen Manager, Post Office Operations PO Box 9998

Cedar Rapids, Iowa, 52406-9998

Dodet 1367189 - 38442 hou Mir. 2.2 -Page Nar - 5 H A

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Postal Service Customer Questionnaire

Please check the appropriate box to indicate whether you use the HOLLAND Post Office for each of the following:

Pos	stal Services	Daily	Weekly	Monthly	Never
8.	Buying Stamps	Π,	13		
ь	Mailing Letters	D/		Π,	П
Ċ.	Mailing Parcels			M	
d.	Pick up Post Office box mail			1	T
e.	Pick up general delivery mail				Y
£	Buying money orders			Π,	8
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation			S	
h.	Sending Express Mail				
ĵ,	Buying stamp-collecting material				V
Ot	her Postal Services				
a.	Entering permit mailings	YES	NO		
ь.	Resetting/using postage meter	YES	NO		
No	npostal Services		322		
а,	Picking up government forms (such as tax forms)	YES	NO.		
b,	Using for school bus stop	YES	☐ NO		
c.	Assisting senior offizens, persons with disabilities, etc.	YES	NO		
	If yes, please explain:				
d.	Using public bulletin board	YES	NO.		
e.	Other	YES	No		
	If yes, please explain:	-			_
De	you pass another Post Office during business hours while traveling to or from w	ock, or shop	ping, or for	personal	needs?
		YES	NO		
	If yes, please explain:				
	000 BANNON				



	Better	Just as Good	No Opinion	Worse
If yes,	please explain			
-				
For wh		you leave your community? (C	check all that apply.) Where do you go	to obtain these
	200	vaterloo - Ceau	ed falls -	
1	Personal needs	t.	(.	
1	Banking	Jour falls		
Ti-	Employment	SH		
П	Social needs			
Do you	Yes No	sinesses in the community? UE CNY NAVE - use them if the Post Office is a	the past attice cure	d the cup
	Yes No	aucs		
e	Denise Gr	aves sto st. Ho	Hand Jona	
e	Denise Gr Z1035 21		Hand Joua	



EWOLD AND KORINA VONASWEGE 181121AVE HOLLAND, IA 50842

Dear Postal Service Customer:

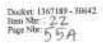
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Snoerely,

Thomas Allen Manager, Post Office Operations PO Box 9998

Cedar Rapids, lows, 52405-9998



2

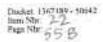
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Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the HOLLAND Post Office for each of the following:

les	se check the appropriate box to indicate whether you use the HOLLAND Post C			170	21
05	tal Services	Daily	Weekly	Monthly	Never Qo
	Buying Stamps				- CON
	Mailing Letters				Never Par
	Mailing Parcels				□ 500
	Pick up Post Office box mail				12
	Pick up general delivery mail				1
	Buying money orders			177	
	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation				B.
	Sending Express Mail				8
	Buying stamp-collecting material				8
ti	er Postal Services		132200		
	Entering permit mailings	YES	NO		
	Resetting/using postage meter	YES	NO		
0	npostal Services				
	Picking up government forms (such as tax forms)	YES	NO		
	Using for school bus stop	YES	NO		
	Assisting senior citizens, persons with disabilities, etc.	YES	NO		
	If yes, please explain:				
1,	Using public bulletin board	YES	⊠ NO	i)	
	Other	YES	⊠ NC		
	If yes, please explain:				
)e	you pass another Post Office during business hours while traveling to or from v	vork, or shot	oping, or fo	r personal	needs?
		YES	NO	90	
	If yes, please explain:			_	





	Better	Just as Good		No Opinion	Worse
If yes,	please explain:				
For wh	ich af the following o	do you leave your community? (Chr	eck all that app	ly.) Where do you g	o to obtain these
7	Shopping				
1	Personal needs				
W	Banking				
	Employment				
7	Social needs				
Do you	u currently use local	businesses in the community?			
	Yes No				
If yes,	would you continue	to use them if the Post Office is dis	scontinued?		
	Yes No	K.			
٤	wasa	ion Asivege	CK	(orina)	
sa: \	8112 I	Ave			



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ELDON AND LINDA KRUGER

21786 210TH STREET HOLLAND, IA 50842

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Holland Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

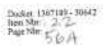
If it is determined that a discontinuance of the Holland Pest Office should be pursued, a formal proposal will be posted in the Grundy Center Post Office and Holland Pest Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902:

Sincerely,

Thomas Allen Manager, Post Office Operations

PO Box 9998

Cedar Rapids, Iowa, 52406-9998



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Postal Service Customer Questionnaire

Please check the appropriate box to indicate whether you use the HOLLAND Post Office for each of the following:

	del Considera	Daily	Weekly	Monthly	Neve
Pot	Buying Stamps			12	
	SEACH SHAD		D		
b.	Mailing Letters			TU	
C.	Malling Parcels	E TOTAL			100
d.	Pick up Post Office box mail	13		-	E
e.	Pick up general delivery mail		ш	7-00-6	14
ř.	Buying money orders				R
g	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation				V
ħ,	Sending Express Mail	1.1	ш	Ш.	38
i.	Buying stamp-collecting material		,		1
0	her Postal Services	ET LES	TU NO		
ñ.	Entering permit mailings	YES			
b.	Resetting/using postage meter	YES	NO		
N	onpostal Services		-/		
В.	Picking up government forms (such as tax forms)	YES	LNO		
b	Using for school bus stop	YES	NO	8	
c,	Assisting senior citizens, persons with disabilities, etc.	YES	NO	(()	
	If yes, please explain:	===			
d	And the Company of th	YES	LINO	į.	
e	Other	YES	LINO	ì	
	If yes, please explain:				
C	to you pass another Post Office during business hours while traveling to or from v	vork, or sho	oping, or fo	r personal	needs
			NC		
	If yes, please explain:	2-	60-1	live	w
	reed to go To a Lergilar	109 7	841 N	12	0.04
	besides we have is a par		21 22		-



	Better	Just as Good	No Opinion	Worse
If ye	s, please explain:			
For	which of the following o	do you leave your community? (Che	eck all that apply.) Where do you go	to obtain these
D	Shopping			
V	Personal needs			
U	Banking			
	Employment	retired		
TV	Social needs			
		businesses in the community?		
Do	ou currently use local			
	Yes No	ř.	scontinued?	
	Yes No	to use them if the Post Office is dis	scontinued?	
	Yes No	to use them if the Post Office is dis	scontinued?	
	Yes No	to use them if the Post Office is dis	scontinued?	
if ye	Yes No	to use them if the Post Office is dis	er	002
if ye	Yes No	to use them if the Post Office is dis	er	642_



LISA MEESTER 19351 N AVE HOLLAND, IA 50642

Dear Postal Service Customer:

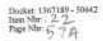
Thank you for returning your questionnaire concerning the proposed discontinuance of the Holland Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Holland Post Office should be pursued, a formal proposal will be posted in the Grundy Center Post Office and Holland Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Thomas Allen Manager, Post Office Operations PO Box 9998

Cedar Rapids, Iowa, 52406-9998





Postal Service Customer Questionnaire

Please check the appropriate box to indicate whether you use the HOLLAND Post Office for each of the following:

W.	Plea	se check the appropriate box to indicate whether you use the			The section of the se	**
	Pos	tal Services	Daily	Weekly	Monthly	
	a.	Buying Stamps				\leq
	b.	Mailing Letters			2	
	c.	Mailing Parcels				\square
	ď.	Pick up Post Office box mall				45
	е.	Pick up general delivery mail				4
	f.	Buying money orders				7
	g	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	1.7			
	h.	Sending Express Mail				-
	a,	Buying stamp-collecting material				
	Oth	ner Postal Services				
	a.	Entering permit mailings	YES	- NO		
	b.	Resetting/using postage meter	YES	₩ NO		
	No	npostal Services				
	8.	Picking up government forms (such as tax forms)	YES	NO		
	b.	Using for school bus stop	YES	NO		
	G.	Assisting senior citizens, persons with disabilities, etc.	YES	✓ NO		
		If yes, please explain:				
	ď.	Using public bulletin board	YES	∃ NO)	
		Other	YES	☐ NO	Š.	
		If yes, please explain:				
2	Do	you pass another Post Office during business hours while traveling to or from v	vark, ar sho	oping, or fo	r personal	needs?
			YES	i ⊠ NC).	
		If yes, please explain:		-		

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	Better	Just as Good	No Opinion	Worse
If yes	, please explain:			
-				
For wh	nich of the following d	o you leave your community? (Cher	k all that apply.) Where do you	go to obtain these
	Shapping	· Greenly Con	ur, Wavener, C	edgr Fells
d	Personal needs			
	Banking			
4	Employment			
7	Social needs		/	
If yes				
	Yes No			
s: L_1;	54 Meesks	<u> </u>		
s: L_1;	54 Meesks			
s: L_1;	54 Meesks	<u> </u>		
ess)	54 Meesks	<u> </u>		



ADELE PRUIN PO BOX 515 HOLLAND, IA 50642

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Holland Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

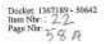
If it is determined that a discontinuance of the Holland Post Office should be pursued, a formal proposal will be posted in the Grundy Center Post Office and Holland Post Office at a later date. If you have additional questions or comments, please feel thes to contact Karen Lenane at (319) 399-2902.

Sincerely,

Thomas Allen Manager, Post Office Operations

PO Box 9998

Cedar Rapids, Iowa, 52406-9998



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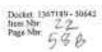


Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the HOLLAND Post Office for each of the following:

000	tal Services	Daily	Weekly	Monthly	Never
1	Buying Stamps			Z	
a.	Mailing Letters		\boxtimes		
2	Mailing Parcels			X	
đ.	Pick up Post Office box mail	X			
±.	Pick up general delivery mail			图	
į.	Buying money orders			\geq	Z
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation				∇
h:	Sending Express Mail			O	X
Ē	Buying stamp-collecting material				×
Oti	er Postal Services		0.00		
ä,	Entering permit mailings	YES	M NO		
Ь,	Resetting/using postage meter	YES	M NO		
No	postal Services				
a	Picking up government forms (such as tax forms)	YES	₩ NO		
b.	Using for school bus stop	YES	NO NO		
C.	Assisting senior citizens, persons with disabilities, etc.	YES	V NO		
	If yes, please explain.				
d.	Using public bulletin board	⊠ yes	□ NO		
8.	Other	YES	□ NO		
	If yes, please explain:	-			
Do	you pass another Post Office during business hours while traveling to or from v	vork, or shop	ping, or for	personal r	needs7
	######################################	X YES			
	If yes, please explain:		-	,	

11





		Better	Just as Good	No Opinion	Worse
	If yes	please explain:			
4.	For wh		o you leave your community? (Che	eck all that apply.) Where do you	go to obtain these
	V	Shopping			
	\boxtimes	Personal needs			
	12	Banking			
		Employment			
		Social needs			
5.		☐ Yes ⊠ No	to use them if the Post Office is dis	continued?	
Nan	ie: Z	Idele	Pruin		
Add	ress: P	O Boy -	515-Holla	nd, Ja So	442-0515
Tele	phone:	8319-	824-350	/	
Date	7)	104.9 g	3011		
		3600			



RUSSELL MERCER 114 MAIN ST HOLLAND, IA 50642

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Holland Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Holland Post Office should be pursued, a formal proposal will be posted in the Grundy Center Post Office and Holland Post Office at a later date, if you have additional questions or comments, please feel free to contact Karen Lenans at (319) 399-2902.

Sincerely,

Thomas Allen Manager, Post Office Operations

PC Box 9998

Cedar Rapids, Iowa, 52405-9998





Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the HOLLAND Post Office for each of the following:

Po	stal Services	Daily	Weekly	Monthly	Neve
ā.	Buying Stamps			X	
b.	Malling Letters		X		
C,	Mailing Parcels			X	
d,	Pick up Post Office box mail	*			
e.	Pick up general delivery mail	X			
£	Buying money orders				X
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation				X
ħ.	Sending Express Mail				A
ŝ	Buying stamp-collecting material				4
O	her Postal Services				
a.	Entering permit mailings	YES	NO NO		
b,	Resetting/using postage meter	YES	NO.		
N	onpostal Services				
a.	Picking up government forms (such as tax forms)	YES	X NO		
b.	Using for school bus stop	YES	X NO		
C.	Assisting senior citizens, persons with disabilities, etc.	YES	NO		
	If yes, please explain:				
đ.	Using public bulletin board	YES	⊈.NÓ		
е.	Other	YES	HNO		
	If yes, please explain:				_
D	o you pass another Post Office during business hours while traveling to or from w	-	1000	personal r	needs?
	If yes, please explain:	YES	NO		
	in Grandy Center	-			



	Better	Just as Good	No Opinion	Worse			
If ye	s, please explain:	*					
_							
Far w	hich of the following d	o you leave your community? (C	heck all that apply.) Where do you g	a to obtain these			
A	Shopping						
4	Personal needs						
4	Banking						
专出	Employment						
4	Social needs	Social needs					
1							
Do y		pusinesses in the community?					
	Yes No		2				
If yes	yes No	to use them if the Post Office is o	ascontinueu /				
	XX Yes No						
ê	Russell	Mercer					
	AND	i Hai					
SB:	114 main	st telland)				
		0					



MONICA LAUBE 19855 180TH STREET HOLLAND, IA 50642

Dear Postal Service Customer:

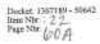
Thank you for returning your questionnaire concerning the proposed discontinuance of the Holland Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Holland Post Office should be pursued, a formal proposal will be posted in the Grundy Center Post Office and Holland Post Office at a later date, if you have additional questions or comments, please feel free to contact Keren Lenane at (319) 399-2902.

Sincerely,

Thomas Allen Manager, Post Office Operations PO Box 9998

Cedar Rapids, Jowa, 52405-9998





Postal Service Customer Questionnaire

Please check the appropriate box to indicate whether you use the HOLLAND Post Office for each of the following:

ost	tal Services	Daity	Weekly	Monthly	Neve
	Buying Stamps			M	
	Mailing Letters				
	Mailing Parcels			X	
	Pick-up Post Office box mail				×
	Pick up general delivery mail				X
i i	Buying money orders				×
1	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation				>
h.	Sending Express Mail				X
0	Buying stamp-collecting material				X
Oth	er Postai Services				1
В.	Entering permit mailings	YES	MNO		
b.	Resetting/using postage meter	YES	X NO		
No	npostal Services		^		
a.	Picking up government forms (such as tax forms)	YES	XNO		
b.	Using for school bus stop	YES	NO		
C,	Assisting senior citizens, persons with disabilities, etc.	YES	X NO		
	If yes, please explain:				
d,	Using public bulletin board	YES	X NO	Pi.	
e	Other	YES	TONO	ij.	
	If yes, please explain:				
Do	you pass another Post Office during business hours while traveling to or from v				needs
		YES	MINO	10	
	If yes, please explain:		1		



10 10 P	etter	Just as Good	No Opinion	Worse
(mark)	514.40	1-4 3700 3000	V ==	
If yes, please	ехрант.			
(6	NGW N W	West Action to the two to the control of the contro		12 of the decision
For which of the services?	e following do yo	ou leave your community? (Che	ck all that apply.) Where do you g	o to obtain these
Shop	ping 6	rundy Cost	er Mater	100
Pers	onal needs (-	Bounday (exter Wa	terlo
(A) Bank	ling /	Countles	enton	
Pers Bank	loyment	Country	Conton	
56	al needs	Garay	100 to 11 11	vto Dom
A) 300	ar needs	Drung	chur, no	44000
	ity use local busi	nesses in the community?		
Do you curren				
111111111111111111111111111111111111111	res X No			
	151	se them if the Post Office is dis-	continued?	2
	151	se them if the Post Office is disc	continued?	2
If yes, would y	you continue to u		continued?	2
If yes, would y	you continue to u	Laube	continued?	
If yes, would y	reproduce to u		continued?	M. IA 506
If yes, would y	reproduce to u	Laube	econtinued?	M, IA 506



LES MEESTER 19496 190TH ST HOLLAND, IA 50642

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Holland Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

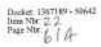
If it is determined that a discontinuance of the Holland Post Office should be pursued, a formal proposal will be posted in the Grundy Center Post Office and Holland Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Thomas Allen Manager, Post Office Operations

PO Box 9998

Cedar Rapids, Iowa, 52406-9998.

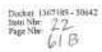




Postal Service Customer Questionnaire

Please check the appropriate box to indicate whether you use the HOLLAND Post Office for each of the following:

Pos	stal Services	Daily	Weekly	Monthly	Never
в.	Buying Stamps			×	
ь.	Mailing Letters			M	
c.	Mailing Parcels			1	\bowtie
d.	Pick up Post Office box mail				X
	Pick up general delivery mall			1,1	D
f.	Buying money orders				\boxtimes
9	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation		\Box		\boxtimes
ъ.	Sending Express Mail				×
4.	Buying stamp-collecting material	17			X
Ot	her Postal Services				
8.	Entering permit mailings	YES	NO NO		
ь.	Resetting/using postage meter	YES	⊠ NO		
No	onpostal Services				
a.	Picking up government forms (such as tax forms)	YES	NO S		
b.	1000 photos	YES	NO X		
C.	Assisting senior citizens, persons with disabilities, etc.	YES	XNO		
	If yes, please explain:	-			
d.	Using public bulletin board	YES	№ NO	Ŋ.	
	Other	YES	≥\NO	Ú.	
	If yes, please explain:				
e o	o you pass another Post Office during business hours while traveling to or from v	vork, or sho	oping, or fo	r personal	needs?
		YES	X NO		
	If yes, please explain:				





ely.) Where do you go to obtain these
Center
TA 50642
1 -1 -100-10



06/08/2011

SHAWN AND RHONDA SAMO 21951 170TH STREET HOLLAND, IA 50642

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Holland Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

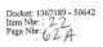
 We do not know at this time if a possible discontinuance for the Holland Post Office would create the need of a route adjustment.

If it is determined that a discontinuance of the Holland Post Office should be pursued, a formal proposal will be posted in the Grundy Center Post Office and Holland Post Office at a later date, if you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Thomas Alien Manager, Post Office Operations PO Box 9998

Cedar Rapids, Iowa, 52406-9998





Postal Service Customer Questionnaire

Please check the appropriate box to indicate whether you use the HOLLAND Post Office for each of the following:

	Milita		Daily	Weekly	Monthly	Never
	Pas	tal Services			V	
	я.	Buying Stamps	1		777	
	b.	Mailing Letters			125	
	c	Mailing Parcels			4	
	d,	Pick up Post Office box mail				V
	e,	Pick up general delivery mail			V	
	ŧ,	Buying money orders				Y
	9	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation			V	
	ħ,	Sending Express Mail				4
	L	Buying stamp-collecting material				4
	Ott	her Postal Services				
	a.	Entering permit mailings	YES	V NO		
	b.	Resetting/using postage meter	YES	V NO		
	No	npostal Services				
	2.	Picking up government forms (such as tax forms)	YES	V NO		
	b.	Using for school bus stop	YES	MNO		
	¢,	Assisting senior citizens, persons with disabilities, etc.	YES	M NO		
		If yes, please explain:				
	d,	Using public bulletin board	YES	V NO	25	
	e.	Other	YES	□ NO		
		If yes, please explain:	ž 			
2	n.	you pass another Post Office during business hours while traveling to or from v	vork, or shop	ping, or for	personal	needs?
	: T	30	YES			
		If yes, please explain:	Orin	rdy Ce	nter	
		UDANG PRADOVAGE APARTITON	9	V		

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	Better		Just as Good		No Opinion	Worse
H.	yes, please explain:					
-						
4. For	which of the following d vices?	lo you leave	your community? (Chec	ix all that app	ly.) Where do you go to	obtain these
	Shopping					
	Personal needs					
E	Banking					
	Employment					
	Social needs					
	you currently use local Yes No es, would you continue Yes No	to use them		ontinued?		
ar s	Yes No	to use them			<u>Enri</u> o	
If y	Yes No	to use them	if the Post Office is disc	<u>n Se</u>	eno Lland, J	A 50642
If y Name: Address	Yes No es, would you continue Yes No Shou	to use them	of the Post Office is discorded to the Post Office is discorde	<u>n Se</u>	ino iland, j	A 50642
	Yes No es, would you continue Yes No Shou	170 324-6	of the Post Office is discontinued of Physical Chreek	<u>n Se</u>	emo	A 50642
If y Name: Address Telephone Date:	Yes No es, would you continue Yes No Shau 21951	170 324-6	of the Post Office is disconding. H. Phumou Street 069	L Se		A 50642
If y Name: Address: Telephone Date: Please ad complete	Yes No es, would you continue Yes No Shou 21951 239 May 7 d any additional commethis questionnaire.	170 324-60 1201 nts on a sep	of the Post Office is disconding Street	d attach it to t	his form. Thank you for	
If y Name: Address: Telephone Date: Please ad complete	Yes No es, would you continue Yes No Shou 21951 21951 May 7 d any additional comme	170 324-60 1201 nts on a sep	of the Post Office is disconding Street	d attach it to t	his form. Thank you for	



06/08/2011

WARREN ANDERSON 109 FRANKLIN HOLLAND, IA 50642

Dear Postal Service Customer.

Thank you for returning your questionnaire concerning the proposed discontinuance of the Holland Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

You expressed a concern about the economic savings of the proposed discontinuance. Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change.

If it is determined that a discontinuance of the Holland Post Office should be pursued, a formal proposal will be posted in the Grundy Center Post Office and Holland Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Thomas Allen

Manager, Post Office Operations

PO Box 9998

Cedar Rapids, Iowa, 52405-9996

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Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the HOLLAND Post Office for each of the following:

Po	stal Services	Daily	Weekly	Monthly	Never
Œ,	Buying Stamps			100	
b.	Mailing Letters	6			
c.	Mailing Parcels			100	
d.	Pick up Post Office box mail	1			
0.	Pick up general delivery mail				
t,	Buying money orders				100
g	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation			衛	
h,	Sending Express Mail				a
1	Buying stamp-collecting material			(B)	
Ott	er Postal Services		- pound	20000	_
a.	Entering permit mailings	YES	NO D		
b.	Resetting/using postage meter	YES	Ø NO		
No	npostal Services				
8.	Picking up government forms (such as tax forms)	YES	₩ NO		
ь.	Using for school bus stop	YES	Ø NO		
c.	Assisting senior citizens, persons with disabilities, etc.	YES	☐ NO		
	If yes, please explain:	my sc	LF		
d.	Using public bulletin board	YES	□ NO		
œ.	Other	YES	□ NO		
	If yes, please explain:				
Dα	you pass another Post Office during business hours while traveling to or from v	rork, or shopp	ing, or for p	personal ne	eds?
		YES	□ NO		
	If yes, please explain:				



	Better	Just as Good	@ :	No Opinion	Worse
If yes	, please explain:				
_					
For who		o you leave your community? (Ch	eck all that apply	.) Where do you g	to obtain these
曲	Shopping	Grundy Con	E.		
0	Personal needs	Grundy Co	nter		
@	Banking	Grunde Ces	ites		
	Employment		1		
	Social needs				
Do yo		ousinesses in the community?			
If ves	Yes No	o use them if the Post Office is di	acontinued?		
At Brook	Yes No				
		11 1			
V	Narre	n Ander	-50 W		
s:	109 FY	an HL, m	0		
one:	319	269-2221	6		

Harren Anderson

I own LOF The Building,
and it is going to be a

Lose to use, you don't pay
a high rent, and we are
on the how side of what other

Post offices get. I don't

Think you are going to

Save much momey, I use

The post office every day; you

don't pay any of The upkeep
on the building. What about

The contract we have with you?

Warren Anderson



06/20/2011

LARRY STAHL 21155 K AVE HOLLAND, IA 50842

Dear Postal Service Customer.

Thank you for returning your questionnaire concerning the proposed discontinuance of the Holland Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Holland Post Office should be pursued, a formal proposal will be posted in the Grundy Center Post Office and Holland Post Office at a later date, if you have additional questions or comments, please feet free to contact Karen Lenane at (319) 399-2902.

Sincerely,

THOMAS ALLEN Manager, Post Office Operations PO Box 9998

Cedar Rapids, lows. 52406-9998



Postal Service Customer Questionnaire

Please check the appropriate box to indicate whether you use the HOLLAND Post Office for each of the following:

Pos	stal Services	Daily	Weekly	Monthly	Never
a.	Buying Stamps			X	
b.	Mailing Letters	X	\Box		
C.	Mailing Parcels				X
d	Pick up Post Office box mail				X
8	Pick up general delivery malf				X
t	Buying money orders				X
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation				X
h.	Sending Express Mail				X
i.	Buying stamp-collecting material				X
Ot	ner Postal Services				
a.	Entering permit mailings	YES	X NO		
ь.	Resetting/using postage meter	YES	X NO		
No	npostal Services				
a.	Picking up government forms (such as tax forms)	X YES	NO		
b.	Using for school bus stop	YES	X NO		
c	Assisting senior dilizens, persons with disabilities, etc.	X YES	NO		
	If yes, please explain:	00	7 .	- /	
	my mather energ nursing home to	We no	400	pour	tro
d.	Using public bulletin board	YES	X NO		
в.	Other	YES	☐ NO		
	If yes, please explain:	_			
Do	you pass another Post Office during business hours while traveling to or from w	ork, or shop	ping, ar for	personal	needs7
		YES	X NO		
	If yes, please explain:		755		

,



= 31155 K aus - Holland 2 50642-8008	Better	Just as Good	No Opinion	Worse
Shopping Waterloo + Burry Genter Personal needs Waterloo + Burry Genter Banking Wallofring Employment Holland Social needs Do you currently use local businesses in the community? X Yes No If yes, would you continue to use them if the Post Office is discontinued? X Yes No Samy Stable	If yes, please explain:			
Shopping Waterloo + Burry Genter Personal needs Waterloo + Burry Genter Banking Wallofring Employment Holland Social needs Do you currently use local businesses in the community? X Yes No If yes, would you continue to use them if the Post Office is discontinued? X Yes No Samy Stable	COLUMN SERVICES			s to obtain these
Banking Wellowy Employment Holland Social needs Do you currently use local businesses in the community? X Yes No If yes, would you continue to use them if the Post Office is discontinued? X Yes No No Social needs A Yes No No Marchard 250644-8008	For which of the following d services?	o you leave your community? (Che	ok all that apply.) where on you go	o to optain prese
Banking Qualiformy Employment Holland Social needs Do you currently use local businesses in the community? X Yes No If yes, would you continue to use them if the Post Office is discontinued? X Yes No No The Sarry Stand	Shopping 9	Vaterloo + Bus	sy Center	
Banking Quallating Employment Holland Social needs Do you currently use local businesses in the community? X Yes No If yes, would you continue to use them if the Post Office is discontinued? X Yes No No Res. Aug Stable The Stary Stary Stable The Stary			//	
Employment Holland Social needs Do you currently use local businesses in the community? X Yes No If yes, would you continue to use them if the Post Office is discontinued? X Yes No The Karry Stable tress: 21155 K Aug — Holland 2 50644-8008	Banking C	_		
Do you currently use local businesses in the community? X	The state of the s			
Do you currently use local businesses in the community? X Yes No If yes, would you continue to use them if the Post Office is discontinued? X Yes No No Mary Stable dress: 2115.5 K Que - Holland 2, 50644-8008		110		
If yes, would you continue to use them if the Post Office is discontinued? Yes No No Hes Sarry Stable Stees 2115.5 K Aug Holland 2 50644-8008				
If yes, would you continue to use them if the Post Office is discontinued? Yes No No Hes Sarry Stable Stees 2115.5 K Aug Holland 2 50644-8008				
1X Yes 1 No MB: Larry Stahl dress 2115.5 K auc Holland 2 50642-8008	Do you currently use local I	businesses in the community?		
110: Lany Stall 110:5 K auc Holland 2 50642-8008	The state of the s			
oress 2115.5 K auc - Holland 2 50642-8008	X Yes No		continued?	
tress 2115,5 K are - Holland 2 50642-8008	Yes No		continued?	
	Yes No		continued?	
	Yes No If yes, would you continue Yes No	to use them if the Post Office is dis	continued?	
lephone: 319-640-3130 - 319-8 34-6407	X Yes	to use them if the Post Office is dis		1-8008
	Yes No If yes, would you continue Yes No me: Farry & A dress: 2115.5	to use them if the Post Office is dis		1-8008

OCKETNO	1367189-50642
TEM NO	7-2
PAGE	



Memo to the record 6/8/2011

A name and address was not provided with this questionnaire. As a result, a response will not be provided.

Angie Green

Post Office Review Investigator



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the HOLLAND Post Office for each of the following:

Services	Daily	Weekly	Monthly	Never
ying Stamps		X		
iling Letters		R)		
alling Parcels			20	
k up Post Office box mail	N.			
k up general delivery mail	8		-[]	
ying money orders			[]	
staining special services, including Certified Mail, Registered Mail, Insured iil, Delivery Confirmation, or Signature Confirmation	-			
nding Express Mail	1			Ο,
ying stamp-collecting material				
Postal Services				
tering permit mailings	YES	□ NO		
esetting/using postage meter	X YES	□ NO		
stal Services				
cking up government forms uch as tax forms)	YES	□ NO		
ing for school bus stop	YES	□ NO		
sisting senior citizens, persons with disabilities, etc.	X YES	□ NO		
ves, please explain:				
ing public bulletin board	X YES	NO		
her	YES	☐ NO		
yes, pleass explain:				
pass another Post Office during business hours while traveling to or from w	ork, or shop	ping, or for	personal n	eeds?
		-		
	YES	X NO		
	ik up Post Office box mail ik up general delivery mail ying money orders training special services, including Certified Mail, Registered Mail, Insured iii, Delivery Confirmation, or Signature Confirmation inding Express Mail ying stamp-collecting material rostal Services tening permit mailings esetting/using postage meter stal Services sing up government forms uch as tax forms) ing for school bus stop sisting senior citizens, persons with disabilities, etc. res, please explain: ing public bulletin board her res, please explain:	ining Parcels ix up Post Office box mail ix up general delivery mail ying money orders faining special services, including Certified Mail, Registered Mail, Insured iii, Delivery Confirmation, or Signature Confirmation inding Express Mail ying stamp-collecting material rostal Services tering permit mailings settling/using postage meter stal Services sing up government forms ich as tax forms) yes sisting senior citizens, persons with disabilities, etc. yes, please explain: ing public bulletin board her yes, please explain:	illing Parcels ix up Post Office box mail ix up general defivery mail ying money orders fraining special services, including Certified Mail, Registered Mail, Insured iii, Delivery Confirmation, or Signature Confirmation Inding Express Mail ying stamp-collecting material rostal Services tering permit maillings peetting/using postage meter stal Services xing up government forms sich as tax forms) yes No yes No	illing Parcels ix up Post Office box mail ix up general defivery mail! ying money orders training special services, including Certified Mail, Registered Mail, Insured iii, Delivery Confirmation, or Signature Confirmation inding Express Mail ying stamp-collecting material restal Services tering permit maillings setting/using postage meter stal Services string up government forms ich as tax forms) ing for school bus stop yes No sisting senior citizens, persons with disabilities, etc. yes, please explain: ing public bulletin board her yes No yes No yes No yes No yes No yes No yes No



		Better		Just as Good		No Opinion	Worse
	If yes	please explain:					
	_						
	For wh	nich of the followin	g do you leave	your community? (Che	ck all that appl	ly.) Where do you g	o to obtain these
		Shopping					
		Personal need	8				
		Banking					
		Employment					
		Social needs					
		Social needs					
	Do you	100000000000000000000000000000000000000	al businesses	in the community?			
	Do you	u currently use loc	al businesses No	in the community?			
		u currently use loc	No	in the community?	continued?		
		y currently use loc	No		continued?		
		y currently use loc	No ue to use them		continued?		
me	If yes,	y currently use loc	No ue to use them		continued?		
me	If yes,	y currently use loc	No ue to use them		continued?		
dre	If yes,	y currently use loc	No ue to use them		continued?		
dre	If yes,	y currently use loc	No ue to use them		continued?		

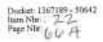


Memo to the record 6/8/2011

A name and address was not provided with this questionnaire. As a result, a response will not be provided.

Angie Green

Post Office Review Investigator

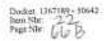




Postal Service Customer Questionnaire

Please check the appropriate box to indicate whether you use the HOLLAND Post Office for each of the following:

		tal Services	Daily	Weekly	Monthly	Never
	Pos a.	Buying Stamps		D		
	b.	Mailing Letters	W			
	a	Mailing Parcels			145	
	d.	Pick up Post Office box mall	M			
	e.	Pick up general delivery mail	13			
	f.	Buying money orders			4	
	9	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation			M	
	h.	Sending Express Mail	(1)			13
	Ţ,	Buying stamp-collecting material				IU
	Ott	ner Postal Services		557		
	a.	Entering permit mailings	YES	V NO		
	b.	Resetting/using postage meter	YES	V NO		
	No	npostal Services	2			
	а.	Picking up government forms (such as tax forms)	V YES	NO		
	b.	Using for school bus stop	YES	YNO		
	C.	Assisting senior citizens, persons with disabilities, etc.	YES	Y NO		
		If yes, please explain:				
	d.	Using public bulletin board	V YES	□ NO		
	θ.	Other	YES	☐ NO		
		If yes, please explain:				
2	Do	you pass another Post Office during business hours while traveling to or from w	ork, or shop		pensonal	needs?
		If yes, please explain:				





 Post Office 	e carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive to box service or general delivery service, complete this section. How do you think carrier route delivery service are to your current service?
	Better Just as Good No Opinion Worse
If yes.	please explain I use the post office. I DONOT do any form
DI	online phyment. I like same day service of money practs ex.
4. Far wh	ich of the following do you leave your community? (Check all that apply.) Where do you go to obtain these
108	Shopping Grundy Center/Waterloo
13	Personal needs Grandy Center
M	Banking Grundy Center
TV.	Employment rural Holland
LIS.	Social needs Grundy Center, Holland
(pied)	
	vound you continue to use them if the Post Office is discontinued? Yes No Yes No No
Name	
2000	
Address:	
Telephone:	
Date:	
manager Territor, White	ny additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to questionnaire.
Cut s	ome wages at the top of the chain and keep our
Small	town post offices.



Memo to the record 6/8/2011

A name and address was not provided with this questionnaire. As a result, a response will not be provided.

Angie Green

Post Office Review Investigator

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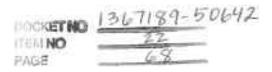
Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the HOLLAND Post Office for each of the following:

20	stal Services	Daily	Weekly	Monthly	Neve
Э.	Buying Stamps			X	
I.	Mailing Letters		X		
E	Mailing Parcels		\Box	38	
Ü	Pick up Post Office box mail	X			
	Pick up general delivery mail	196			
	Buying money orders				X
8	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation				X
É	Sending Express Mail			X	
	Buying stamp-collecting material				X
nti	er Postal Services				
į	Entering permit mailings	YES	⊠ NO		
į	Resetting/using postage meter	⊠ YES	□ NO		
o	npostal Services				
	Picking up government forms (such as tax forms)	YES	M NO		
5	Using for school bus stop	YES	⊠ NO		
ŝ	Assisting senior citizens, persons with disabilities, etc.	YES	⊠ NO		
	If yes, please explain:				
Š	Using public bulletin board	YES	⊠ NO		
	Other	YES	₩ NO		
	If yes, please explain:				
ю	you pass another Post Office during business hours while traveling to or from w	ork, or shopp	oing, or for	personal ne	eeds?
		X YES	□ NO		
	If yes, please explain:	de	ng to	Work	6



	Better	Just as Good	X	No Opinion	Worse
If ye	a, please explain:				
-					
For v	which of the following does?	o you leave your community? (Che	ck all that app	ly.) Where do you g	to obtain these
X	Shapping	Coundy Conter	E 200	Ledio	
X	Personal needs	71) aterdoo	75.		
N	Banking J	Sundy Center			
屋	Employment	Grandy Cents	i.o		
	Social needs				
Do y	rou currently use local	businesses in the community?			
	Yes No				
If ye	s, would you continue	to use them if the Post Office is disc	continued?		
	Yes No				
me:					
dress:					
iephone:					
te					





Memo to the record 6/8/2011

A name and address was not provided with this questionnaire. As a result, a response will not be provided.

Angie Green

Post Office Review Investigator

Angie Green



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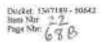
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Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the HOLLAND Post Office for each of the following:

Pos	tal Services	Daily	Weekly	Monthly	Never
a.	Buying Stamps			8	
b.	Mailing Letters	184			
C.	Mailing Parcels				- LEB
d.	Pick up Post Office box mail	X			
e.	Pick up general delivery mali				X
ſ.	Buying money orders				8
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation				X
b.	Sending Express Mail				8
L	Buying stamp-collecting material				X
Ott	ner Postal Services				
a.	Entering permit mailings	YES	⊠ NO		
ь.	Resetting/using postage meter	YES	⊠ NO		
No	npostal Services				
a.	Picking up government forms (such as tax forms)	YES	⊠ NO		
b,	Using for school bus stop	YES	⊠ NO		
a.	Assisting senior citizens, persons with disabilities, etc.	YES	□ NO		
	If yes, please explain:	-			
ď.	Using public bulletin board	YES	⊠ №		
e.	Other	YES	⊠ NO		
	If yes, please explain:	-			
Do	you pass another Post Office during business hours while traveling to or from w	ork, or shop	ping, or for	personal n	seeds?
175		FKI YES	□ NO	0(-15	
	If yes, please explain:	Drue	Hireth August	la	





	Better	Just as Good	No Opinion	Worse
H ye	es, please explain:			
	which of the following di	o you leave your community	y? (Check all that apply.) Where do you	go to obtain these
\boxtimes	Shopping	vo stares !	hund ate Cela	Jack en Water
	Personal needs	Grundy Ceny	te -	
	Banking A	vo bont	Brus Certa	
\boxtimes				
X	Social needs			
. Mode	Yes No	ousinesses in the communit Au Local o use them if the Post Office	burren	
	Yes No			
me:				
Idress:				
lephone:				

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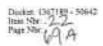
Memo to the record 6/8/2011

A name and address was not provided with this questionnaire. As a result, a response will not be provided.

Angie Green

Post Office Review Investigator

Angu auch



2,



Postal Service Customer Questionnaire

Please check the appropriate box to indicate whether you use the HOLLAND Post Office for each of the following:

Pos	stal Services	Daily	Weekly	Monthly	Never
8.	Buying Stamps			M	
b	Mailing Letters				1
c.	Mailing Parcels			1)	\mathbb{Z}
d.	Pick up Post Office box mail				Z
в.	Pick up general delivery mail				1
f.	Buying money orders				X
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation		\Box	1	X
h.	Sending Express Mail				Z
i.	Buying stamp-collecting material				X
Ott	er Postal Services				
a	Entering permit mailings	YES	NO.		
ь.	Resetting/using postage meter	YES	X NO		
No	npostal Services				
8.	Picking up government forms (such as tax forms)	YES	X NO		
b.	Using for school bus stop	YES	× NO		
c.	Assisting senior citizens, persons with disabilities, etc.	YES	× NO		
	If yes, please explain:				_
d,	Using public bulletin board	YES	X NO		
ø.	Other	YES	NO NO		
	If yes, please explain:		1751		_
Do	you pass another Post Office during business hours while traveling to or from w	ork, or shop	oing, or for	personal n	eeds?
		X YES	NO		
	If yes, please explain:	I ha	ve ac	cess	to



	Better	Just as Good	No Opinion	Worse
If yes	, please explain:			
For wh		do you leave your community? (Che	eck all that apply.) Where do y	ou go to obtain these
X	Shopping			
X	Personal needs			
N	Banking			
X	Employment			
X	Social needs			
Long				
Do yo	Yes X No	businesses in the community?		
If yes,		to use them if the Post Office is dis	continued?	
	Yes No	i de la companya de l		
814	cal an	stomer		
1.00	io or	2101101		
5:				

my opinion: Go ahead and close the Holland, lowa post office. There are hardly any businesses in the town anyway and There are hardly ever any cars at the post office when I drive by . Simply, people don't like change which is the reason for the outcons, especially elderly people.

Suggestion: consider having mail box delivery in town - all citizens and businesses must have a rural mailbox at the curb just like us rural people. This town is so small it shouldn't take much time at all to distribute. I would think it would take just as much time to stuff P.O. boxes in Grundy Center as to do curbside delivery in Holland. Win-win



05/28/2011

GARY STOEHR 304 2ND AVE N HOLLAND, IA 50842

Dear Postal Service Customer

Thank you for returning your questionnaire concerning the proposed discontinuance of the Hotland Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

 You expressed a concern about the services available from the rural carrier. The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.

If it is determined that a discontinuance of the Holland Post Office should be pursued, a formal proposal will be posted in the Grundy Center Post Office and Holland Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely.

THOMAS ALLEN Manager, Post Office Operations PO Box 9996

Cedar Rapids, Iowa, 52406-9998



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the HOLLAND Post Office for each of the following:

Po	stal Services	Daily	Weekly	Monthly	Never
а.	Buying Stamps			么	
b.	Mailing Letters		X		
C.	Mailing Parcels			18	
d.	Pick up Post Office box mail	X			Ó
e.	Pick up general delivery mail				7
f:	Buying money orders			B	
g	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation			DS.	
h;	Sending Express Mail			M	
i,	Buying stamp-collecting material		11	П	C.A.
Oth	per Postal Services		-	11.15-011	
a.	Entering permit mailings	YES	В №		
b.	Resetting/using postage meter	YES	NO I		
No	npostal Services				
а.	Picking up government forms (such as tax forms)	TY YES	□ NO		
b.	Using for school bus stop	YES	NO A		
C.	Assisting senior citizens, persons with disabilities, etc.	YES	NO NO		
	If yes, please explain:		***********		_
d.	Using public bulletin board	YES	□ NO		_
e.	Other	YES	TA NO		
	If yes, please explain:	IIIII SAMOO	35		_
Do !	you pass another Post Office during business hours while traveling to or from wo	rk, or shopp	ing, or for p	ersonal ne	eds?
		YES YES	NO		
	If yes, please explain:		11.2		



		Better	Jus	t as Good	☐ No Op	inion	₩ Worse
	If yes	, please explain:	Busing	Stamp	5, Cert.	Letters	, Eit.
	For wh	ich of the followin	g do you leave your	community? (Check	k all that apply.) Who	re do you go to ab	stain these
	N	Shopping	Eldora				
	54	Personal needs	Eldora	- Grund	ty		
	包	Banking	Eldere	/	//		
		Employment					
	150	Social needs					
		Yes A	al businesses in the lo e to use them if the lo	community? Post Office is discor	ntinued?		
me:	_ (Garn St	other City	Clerk			
dres	15:	304 2	nd Av	N			
		A 1 - A	24-5131				

Dveker (167129 - 55642) ton Stor 21 Page Stor 1

Postal Service Customer Questionnaire Analysis

Questionnaires were distributed to all delivery customers of the HOLLAND Post Office on 05/04/2011. Additionally, during the survey period, questionnaires were available at the HOLLAND Post Office to walk-in retail customers.

Number of Questionnaires

Total Questionnaires distributed	230
Favorable to proposal	0
Unfavorable to proposal	-11
Expressing no opinion	61
Total questionnaims received	70

Postal Concerns

The following postal concerns were expressed

Dandem (No Opinion):

Customers said they would make the special attention and sesistence provided by the personnel at the Post Office.

Response

Countesus and helpful service will be provided by personnel at the administrative Post Office and from the carrier. Special assistance will be provided as needed.

Concern (No Opinion):

No Contern

Response

Concern (UnFavorable):

Customers and they would may the special attention and assistance provided by the personnel at the Post Office.

Response

Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier,

Cencern (UnFavorable):

Customers were concerned about later delivery of mail.

Response:

The top priority of the Postal Service is to provide mail service in the most efficient manner possible hecourse all of our costs are one of our suggest experient, so you can be sourced that careful frought is given to the structure of each rouse. A sustoner a location on a somer's line of tavel determines the time of day stall is delivered. The, of course, precisions providing early delivery of mail to every considerations, no matter time we structure a rouse, somethody must be tast. We do, however, carefully consider the volume of mail for each mode so that we can deliver the greatest amount of mail at the selfest passable boar. With the largest feet of delivery vehicles in the world, to construce whole and fuel expenses we must also pay special attention to energy conservation measures. When the price of greatest are one competition to stall passable cost that we must also pay special attention to energy conservation measures. When the price of greatest are one competition to early as precision cost travel of the time of the service of the provide access to their mail or provide access, early as precision the tast these must cover. We do regist the occurrence to expense who would like, but cannot receive, early and delivery. For those musturers, we often afternished delivery services, such as Post Office box service (he) provide access to they must earlier and throughout the day.

Nonpostal Concerns

The following nonpostal concerns were expressed.

Concern (Favorable)

No Concern

Response:

Concern (No Opinion):

Customers questioned the economic savings of the proposed discontinuance.

Response

Carmer service can be and, in this case, is more cost-effective than numbering a postal facility and a postmaster position. The Postal Service estimates an entreal energy with this change.

Concern (No Opinion):

No Contemp

Response:

Concern (No Opinion)

You expressed a concern if delivery time would be changed.

Неврапае

Wasta not know at this time if a possible discontinuance for the Hobert Post Office would create the need of a route attributment.

Concern (No Opinion)

You stated no delivery on Saturday.

Response

The Postal Service has requested a change in five day dislaying this must be approved through Congress as we are Federally regulated. We are awaiting their response.

Decker 1307(89 - 50602 burn. Not 23 Page 30x 3

6. Concern (UnPayoration)

No Concern

Response

Community Meeting Roster

Postal Service Respresenti	ve (Names and Titles):		Date: 05/19/2011
Thomas Allen - Manager P	O Operations		Time 6:00 pm
Angle Green - PO Review	Investigator	201	
Wanda Christer	isen- PM Grundy Len	ter book	
		ITEM PAGE	10
Total Number of Customer	s Present: 42	Place: Holland C	ity Hall
Post			
This document may become	ne a part of the official record that will	be available for public view	ing.
15			
Names of Customers Pre	MACON II		
Name	Mailing Address (optional)	Zip Code	Phone Number
Jam & Krus	ec		
Patricia Nessa			
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Murell End	2 Holland Jan	50643	319-124-2005
Anti Hann	N Holland IA	50642	319-824-6493
Heller Home			

Community Meeting Roster

Postal Service Respresentive (Names and Titles)	Date 05/19/2011
Thomas Allen - Manager PO Operations	Time6:00 pm
Angie Green - PO Review Investigator	DOCKET NO 1367189-50642 TEM NO 24
Total Number of Customers Present:	Place: Holland City Hall
This document may become a part of the official record that v	will be available for public viewing.

Names of Customers Present:

Name	Mailing Address (optional)	Zip Code	Phone Number
Sarri Walter	A Z Kolland Z A	50642	319-830-1510
Kentalica Foxul	Kes Holland, Ist	57642	1-314-874-3143
DOWN MEYER	P.O. DOX 432 HOLAND TA	501042	1-319-830-4225
Kenneth Lath	elo Holland In	50642	319-824-373
Sharron Kruger	Abbox 66 Holland, IA	50642	319-824-3201
Medra Vauahan	105 Flavelin, BOK 584	50642	3A-824-3009
Bront Vaudran	105 Franklin Box 524	50642	319-824-3009
Lavy Stal	P 21155 1/4/E	SOLOGY	319-824-6204
Markan Sta	tel Holland	50642	319-224-3617
Reneeder	304 Mauri	50642	319.824-6652
Stewers	N IN	VIII	$u \cdot u = v$
Mare Complers	309 washington St.	50642	319 239-6523
Orano Babby	2 Hambylante	50038	319-X24-6390
Sheila Haim	s Aplinaton	50604	319-347-2866
1/Glorie Book	3 de Lincoln Ave	50642	319-824-3259

Community Meeting Roster

Postal Service Respresentive (Names and Titles):			5.00
Thomas Allen - Manager PO Operations Angle Green - PO Review Investigator			Time6:00 pm
		Place: Holland City Hall	
Total Number of Customers Present:			
	eart of the official record that will be	available for public viewin	g.
Names of Customers Present Name	Mailing Address (optional)	Zip Code	Phone Number
Sonda Sternhagen	PD BOX 501	50642	319-824-6032
Salsty Hanhous	POBOX SOI HOUAND IP	50642	319-824-6032
Whalls Rower	HGCLAND 47 80	50642	319-824-6800
Bott Kruse	POBOX 5 Holland It ME	50642	319-824-6806
Leonelshande	1.0 By 34 Helland &	50642	319-824-3409
Michelle COX	PO Box 506 Holland, IA	50642	319-824-5129
Sarvi Walters	PS KOBOR Z	50642	319-830-1310
MAH Kuester	Po Box 81 Halland FA	50642	319-290-1982
Larry C. House	18921 K Ave, Housen	506 YZ	319-824 6423
Dehhie Hoop	18921 K Ave Holand	50642	319-824-6423
Kenneth (Curgy) Brook	Box 101, Holland, IA	50642	319-824-3259
T-122			_

Postal Service Customer Community Meeting Analysis

(categorize customer concerns as postal or nonpostal and provide the Postal Service response for each.)

Postal Concerns

Concern (UnFavorable):

Customer wanted to know if it is true they read everyone must be within 7 miles of a Post Office.

I do not believe that statement is true.

Concern (UnFavorable):

Customer expressed a concern about package delivery and pickup

You expressed a concern about peckage delivery and pickup. Rural carriers will deliver packages that fit in the cluster box, if the package does not fit in the cluster box percel locker, the carrier will deliver the package up to 1/2 mile off of the line of travel, at a designated place, such as on your porch or under a carport.

Concern (UnFavorable):

Customers were concerned if the 7 CBU's will all go in one area.

We try to place the CBU's in one area for obvious efficiency and operational reasons.

Concern (UnFavorable):

Customers were concerned about rental on the CBU's.

No, there is no fee to have a unit in the Cluster Box Units or the keys. Two keys are given out, one saved at the Grudy Center Post Office and multiple keys may be duplicated. The only fee would be associated with a change lock fee of \$40 if all keys would be lost.

Concern (UnFavorable): 5

Customer was concerned if the Postal Service pays for rental of the current building.

Yes, we are under a lease through 2014 which contains a 30 day clause.

Concern (UnFavorable):

Is there an option to go to Grundy Center to get our mail?

You currently have the option to rent a PO Box in Grundy Center. A change of address would need to be completed. and we would forward your first class mail up to one year.

Concern (UnFavorable)

Customers were concerned how they would access their keys to the CBU boxes.

If a discontinuance is justified, we would know the date in advance and Pam (Holland's OIC) would be able to assign keys before the office would be closed.

Concern (UnFavorable):

Customers were concerned the Postal Service will not pay for rental of the cluster box units, then why could we not move the Post Office into the city half rent free.

The Post Office is trying to eliminate expenses and although that may eliminate the cost of a building lesse, it would still involve salaries. We can provide regular and effective service through a rural carrier in a most cost effective manner.

Concern (UnFavorable):

Customers were concerned about a change of address

You expressed a concern about a change in address. Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change

Concern (UnFavorable):

Customers were concerned about the placement of the cluster box unit.

We understand the placement of the cluster box unit is a large concern for the community. We are here toright to get some input not only from the mayor and council but also the community of Holland's residents. We place the cluster box units on city property only as we do not pay restal on land. Our recommendation is to have the subject on the adjendar

for the next city council meeting and bring that up for discussion. We do not need to know immediately where the placement would be as we are only under a study at this time.

Concern (UnFavorable):
 Customer wanted to know if there was a final goal, such as one Post Office per county?

am not aware of any final goals.

Concern (UnFavorable):

Customer wanted to know if they can put up curbaide boxes on main street.

Response

You would need to petition for rural delivery through your Post Office.

Concern (UnFavorable):

Customer asked about casual and TE appointments?

The USPS still uses those appointments in certain positions.

Concern (UnFavorable)

Customers were concerned if curbside/rural boxes are an option.

Curbside boxes are an option. Keep in mind that with curbaide boxes each individual is responsible for maintenance, including snow removal. Rural carriers will not deliver when snow has not been removed and the route would not be down every street, in front of every house. It would include making a few loops through town. Some individuals would need to go a few blocks to retneve mail that is unsecured in curbside boxes. We will work with the mayor who can: determine at a council meeting which preference Holland residents decide.

Concern (UnFavorable):

Customer wanted to know where can we put the cluster box units, will kids and safety come into the decision?

Yes, safety will definitely be part of the decision. The placement of the CBU's depend on the availability of city property.

Concern (UnFavorable):

Customers wanted to know the size of the individual CBU and how many are in each unit.

The individual sizes are approximately 12'wide x 3" tall x 17" deep. It would hold a large amount of mail and is securely locked. There are 16 individual compartments and two percel lockers in each unit.

Concern (UnFavorable):

Customer wanted to know if the timeline could be quicker than 6 to 9 months.

Response:

The timeline we give is approximate and from the beginning of the process of Holland which started about two months ago.

Concern (UnFavorable):

Customer wanted to know if their PO Box would be located on the outside of the CBU.

No, you would need to use your physical 911 address. Your PO box number would no longer be valid should the discontinuance be approved. On the outside of the CBU would only be a number 1-16, not relating to any address. Inside the CBU, the carrier would have your 911 address so he would know which box belongs to which individual.

Concern (UnFavorable):

Customer asked if the USPS hires a contractor to install the CBU's.

Resnonse

We hire a contractor to pour the concrete and prepare them for CBU installation. Our maintenance department then installs the CBU's onto the concrete pads.

Concern (UnFavorable):

Customer asked why it is difficult to replace Postmasters.

There is currently a hiring theeze placed on certain positions within the Postal Service at this time and Postmaster positions is one of them.

21. Concern (UnFavorable). Customer wanted to know if there is a timeframe the CBU's (or curbside mailboxes) need to be installed.

The community will be notified if discontinuance is warrented by the Vice President of Retail and delivery with adequate time for installation.

Concern (UnFavorable):

Customer asked if FedEx and UPS pays the USPS to deliver their packages?

Response

The USPS has a contract with both companies to deliver packages. Fed Ex and UPS in return transports USPS mail

using their private airplane service.

Concern (UnFavorable):

Customer wanted to know why express was not cheaper for Holland as it can not make it "overnight".

Response

It is unfortunate that express can not be overnight in all areas, it is determined by transportation and meeting commitment times. We keep our service prices the same whether you are a frequeent customer, a USPS employee or a resident of Holland. Our services are mandated to remain the same price through our regulations by congress.

... Concern (UnFavorable):

24. Customer wanted to know what the USPS does with the indivudual PO boxes should their be a discontinuance.

Response

The USPS tries to reuse any equipment we can. If they are not needed, we would possibly place them up for sale,

Concern (UnFavorable):

 Customers wanted to know if a study has been done on the costs to have the rural carrier versus the Postmaster sort the mail.

Response:

The cost savings is included in this study and will be available for public viewing when the proposal is posted.

Concern (UnFavorable):

26. Customers were concerned as to why the incoming and outgoing mail survey was not conducted at different times or during different seasons and who selects the two week period?

Response

The incoming and outgoing survey is one step of the 57 steps of the discontinuance process. The time frame is chosen as soon as an office is selected to begin the discontinuance study.

Concern (UnFavorable):

Customers were concerned about what to do and who to contact if going on vacation.

Response

You may hold your mail by calling the Grudy Center Post Office. The rural carrier can then deliver your mail (with your request) to your CBU upon your return to elleviate a trip to Grundy Center to pick up your mail.

Concern (UnFavorable)

28. Customer wanted to know if the study addressed the concern to travel to Grundy center to mail letters and purchase stamps?

Response:

Customers may mail letters in the CBU's, as there is an outgoing mail slot. The rural carrier also carries stamp stock on a daily basis. If you use a stamps by mail envelope that is bright orange, he can many times leave your stamps the same day, if not, your order would be processed in Grundy Center and returned the next delivery day.

Concern (UnFavorable):

Customers were concerned about permit mailing

Response

You expressed a concern about permit mailing that was input at the Holland Post Office. Responsibility for the permit account would be transferred to the administrative Post Office. Mailings would need to be submitted to that office for verification. Customers interested in obtaining a permit should contact the administrative postmaster.

Concern (UnFavorable)

Customer that owns the building leased wanted to know what would happen to the contract they have through 2014.

Response:

The USPS fulfills all contractual agreements. This specific contract for Holland has a 30 day termination clause. All other facility questions must be directed to our facility department in Denver Colorado.

Concern (UnFavorable):

 Customers were concerned if the study would involve permanantly keeping the three hour office open as it operates currently.

Response:

This study is for possible discontinuance. It involves providing service effectively and regularly in a more cost efficient manor through the rural carrier.

Concern (UnFavorable):

Customer wanted to know if the cost of rent and utilities is the biggest concern of our expenses.

Response

I would say that no, it is not the largest concern, but it is within our control in some cases. If we can provide regular and effective service in an alternate manner that can eliminate those expenses, then that is the purpose of this study for discontinuance.

... Concern (UnFavorable):

Customers wanted to know who the appeal gets sent to within the 30 days of final determination posting.

Response

The appeal would be sent to the Postal Regulatory Commission. This information is furnished should a final determination be created and is available to the public at the time it would be posted.

Concern (UnFavorable):

 Customers wanted to know if many small town Post Offices start closing if the administrative post offices could remain open for Saturday hours.

Response:

Your concern will be noted and added to the study.

Concern (UnFavorable)

Customer wanted to know who is responsible for snow removal.

Response

The USPS is responsible for snow removal.

Concern (UnFavorable)

Customers were concerned about obtaining services from the carrier

Response

You were concerned about obtaining services from the carrier, retail services provided at the post office are available from the carrier. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R. Stamp Purchase Order (Rural), available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-eddressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL BERVICES

Special services such as certified, registered, Express Mall, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the malibox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the malibox on the next delivery day.

HOLDING MAIL

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

... Concern (UnFavorable):

Customer was concerned about the salaries of the Postal employees, do Postmasters make more or Rural carriers?

We do not want to debate salaries, when we are here to discuss Holland's potential service should there be a possible discontinuance.

Concern (UnFavorable):

 Customers wanted to know if the boxes could stay inside the Post Office where they are now and have the rural carrier service them in the building.

Response

The Postal Service is trying to reduce our footprint by reducing building usage and expenses when CBU's are accessible outside.

Concern (UnFavorable)

 Customer wanted to know if the Postal Service is looking at the low hanging fruit to discontinue small town Post Offices. Should the USPS stand up to the unions?

Response

The USPS is dealing with issues within their control. Providing service via rural carrier provides service in a regular and cost efficient manner, that is why discontinuance is pursued. As far as union issues, that is far beyond my realm of understanding and needs to be handled at higher levels.

Concern (UnFavorable):

 Customers wanted to know if the USPS is conducting a study to determine the potential loss of business to our competitor's such as UPS?

Response

Although that is a very good question, I believe the potential loss of business is hard to determine. I do not know of a

Horker 136714H - 50642 host Nie: 25 Page Nie: 3

study being conducted on that issue.

... Concern (UnFavorable):

Customers were concerned about keeping Holland IA and 50642 in the last line of their address.

Response

There should not be a problem saving Holland and 50642 as the last line of your address should there be a discontinuance.

Concern (UnFavorable):

42. Customer wanted to know if they can write to USPS Consumer Affairs at any time.

Response

Yes, you may write to Consumer Affairs at any given time. I can supply you with a prepaid envelope to use.

Concern (UnFavorable):

43. Customer wanted to know if the Evansdale Postmaster retired and did that PO close?

Response

Evansdale is considered a "branch" which falls under management of the Waterioo Post Office, therefore it does not require a Postmaster. A window clerk operates the Post Office daily. Evansdale is under the same study as Holland for a possible discontinuance and could be closed. The USPS is looking into many offices, including in larger offices, processing facilities, stations and branches.

Concern (UnFavorable):

44. Customer wanted to know if I were a resident of Holland, what would I place on my questionnaire to help keep the Post Office open?

Response

It is hard to determine what to say that could help keep the Post Office open. I can not guarentee anything said will prevent this discontinuance from being approved. The likelyhood it will be discontinued is very high. We are at the beginning stages of rhanagement initiated discontinuances, so I have not seen one closed, nor overturned. Honestly I would place any opinion I had on the questionnaire, just to say that my voice was heard and became part of the official study.

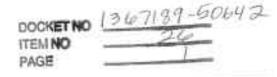
Concern (UnFavorable):

Customer wanted to know how many Post Offices in lows are being looked at to discontinue.

Response:

Currently we are studying 82 offices for possible discontinuance.

Nonpostal Concerns





Memo to the record

6/8/2011

Re: Community Meeting Letter

The questionnaire letter and the community meeting letter were combined into one letter as seen in item 21. No need to have another community meeting letter.

Angie Green

Post Office Review Investigator

Angu aree



A. Office							
					messagn sam	700	Code: 50642
Name HOLLAN Area: WESTER	ID		- 6	strict:	State: 1A HAWKEYE PFC		Code. 30042
Congressional Distr	rict 04	d: 04			Grundy		
EAS Grade:	11	11			Finance Number	1841	7.45
Post Office:	V	Classified Station			Classified Branch		CPO [
This form is a phase	holder for m	imber 27. There was not a	netition recis	eved.			
This form is a prace	e notoer for all	milper 27. There was not a	pennin (oue	SARAI .			
							7.000g+17000
Prepared by:	Karen Len	***	and the second second			Date:	06/88/20
Title:		PFC Post Office Review	Coordinator	_			(319)
Tele No:	(319) 399-3	2902				Fax No.	399-5502



A. Office								
	HOLLAND			- 6	200	State: IA	Zlp	Code: 60642
Area:	WESTERN anal District	04			anty:	Grundy		
EAS Grade	ande chan voc	11		14140		Finance Number	r: 1841	94
ost Office			Classified Station			Classified Branch		CPO
his form i	s a place holds	r for numbe	r 28. There was no C	ongressional in	iquiry			
Prepared	by, Kan	en Lenane					Date:	06/20/20
Prepared Title:			C Post Office Review	Coordinator			Dale:	06/20/20

Proposal Checklist

Section I	Responsiveness to Community Postal Needs						
Y	Tell what we are doing and why.						
	Is reason for discontinuance justified and documented in the record?						
V	If suspended, what type of alternate service customers are now receiving?						
X	Reason for vacancy and information on postmaster/OiC						
×	Number of customers and type of service they received and will receive						
X	Hours of service, daily window transaction average, number of permit mailers, and postage meter users.						
X	Last three fiscal years of revenue and revenue units.						
X	Decline in service workload/reduction in EAS level, if appropriate.						
Х	Nearest Post Office, office level, miles away, hours of service, number of Post Office boxes available.						
X	Administrative/emanating office — office level, miles away, hours of service, number of Post Office boxes available.						
X	If the nearby/administrative Post Office has a different Post Office box fee schedule, this is stated in the proposal.						
X	Preproposal activities — questionnaires: number of favorable, unfavorable and no opinion responses must equal the total number of questionnaires returned. List customer concerns and Postal Service responses.						
X	Community meeting. Number of customers who attended, customer concerns, and Postal Service responses. Information on petitions and congressional inquiries included with Postal Service responses. Revised proposal states dates and locations the proposal was posted for 60 days. Number of comments received, customer concerns and Postal Service responses. Advantages and disadvantages of proposed alternate service.						
							X
X							
×							Any other pertinent information concerning Postal Service needs.
Section II	Effect on the Community						
X	Brief background of area, community government, population, etc.						
X	Number of businesses, religious institutions, schools, local government offices, social organizations, etc.						
	Was Post Office used as meeting place?						
×	Was Post Office a shelter for a bus stop?						
	Did the Post Office have a public bulletin board?						
X	Were government forms available at the Post Office?						
X	Did the Post Office provide assistance to senior citizens, persons with disabilities, etc.?						
X	What is the historical value of the office?						
X	Is an address change necessary?						
	Will the community identity be preserved?						
X	What are the growth trends (flat, up, down)?						
×	Were any other nonpostal items identified?						
Section III	Effect on Employees						
	Paragraph explaining about postmaster vacancy/DIC/other career and possesses employees of						

Paragraph explaining about postmaster vacancy/OIC/other career and noncareer employees of the office. If a postmaster or other employees are reassigned this must be explained and tell whether the reassignments are voluntary.

Section IV	Economic Savings
y	A statement of annual savings includes a breakdown as follows:
	Postmaster salary (EAS, Minimum, no COLA) \$ 33168
	Fringe benefits 33.5%
	Rental costs, excluding utilities \$ 3 G-DD
	Total annual costs \$ 4.7.9.79
	Less estimated cost of replacement service - 1/351
2 202 PARTS	Total annual savings
A one-time expense of \$ 💆	will be/was incurred for installation of CBUs and parcel lockers.
- X	Is postmaster salary based on the minimum salary without COLA?
×	Does postmaster salary reflect the current office evaluation?
Section V	Other Factors
Υ.	The Postal Service has identified no other factors for consideration (if appropriate).
X	List other factors as appropriate.
¥	Other factors when replacement service is a CPO,
Section VI	Summary
X	The proposal must include a brief summary that explains why the closing or consolidation is necessary and an assessment of how those factors supporting the need for change outweigh any negative factors. In taking competing considerations into account, the need to provide a maximum degree of effective and regular service must be paramount.
Section VII	Notices
X	Appropriate notice is made that this is a proposal and not a final determination, If a final determination is made to discontinue the office, information on the appeal process will be provided at that time.
Checklist Completed By	6-20-11
nvestigative Coordinator	Date
Reviewed and Certified By:	(C) (Q) 6-20-11
District PO Review Coordinate	



06/17/2011

SENIOR VICE PRESIDENT GOVERNMENT RELATIONS AND PUBLIC POLICY 475 L'ENFANT PLAZA SW RM 10804 WASHINGTON DC 20260-3500

SUBJECT: Posting of the Proposal to Close the HOLLAND Post Office Docket No. 1367189

This is to advise you that on 06/27/2011, I will post for public comment a proposal to close the HOLLAND Post Office in Grundy, Congressional District No. 04.

If you have any questions, please call KAREN LENANE District Review Coordinator at (319) 399-2902.

GAIL DUBA District Manager HAWKEYE PFC District

oc Manager, Customer Service Operations Area Manager, Public Affairs and Communications

Enclosures: PS Form 4920 Proposal



06/20/2011

OFFICER-IN-CHARGE/POSTMASTER

SUBJECT: Letter of Instructions Regarding Posting of HOLLAND Proposal Docket No. 1367189 - 50642

Please post the enclosed proposal to close the HOLLAND Post Office in the lobby. The proposal must be posted in a prominent place from 06/27/2011 through close of business on 08/28/2011. The posting must last at least 60 days and the first day does not count.

Round-date stamp the cover of the proposal on the date of posting and on the date of removal. Also, post the "Invitation for Comments' next to the proposal and round-date stamp it in the same manner.

Additional copies of the proposal and comment forms are enclosed. Provide them to customers upon request.

Also enclosed is the official record on which this proposal is based. Customers may read it, however, they may not remove it from your office. When a customer requests a copy of the record, provide it upon payment of any fees prescribed in AS-353 Guide to Privacy and the Freedom of Information Act. If you do not have photocopy equipment, take the customer's name, address, and telephone number and contact the district for a copy of the record.

At the expiration of the posting period, further instructions will be provided. If there are any questions, please contact me at (319) 399-2902.

KAREN LENANE

Post Office Review Coordinator HAWKEYE PFC District

Enclosures: PS Form 4920

Proposal

Invitation for Comments Comment Forms Official Record

Date of Posting: 06/27/2011



UNITED STATES POSTAL SERVICE



Date of Removal: 08/28/2011

INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE THE HOLLAND, IA POST OFFICE AND CONTINUE TO PROVIDE SERVICE BY HURAL ROUTE SERVICE

To the customers of the Holland Post Office:

The Postal Service is considering the close of the Holland Post Office for reasons stated in the accompanying proposal.

During the 60-day posting period from 06/27/2011 through 08/28/2011 you are invited to provide written comments. Comments will be most helpful if they offer specific opinions and information favorable or unfavorable regarding the potential effect of the proposed change on postal services and on the community. Your comments will be carefully considered and will be incorporated into the official record, which will be made public if the proposal is finalized.

Copies of the proposal and optional comment forms are available upon request at the Holland Post Office and Grundy Center Post Office . If you choose to use the optional comment form and need additional space, please attach additional sheets of paper.

Please return the comment form to:

KAREN LENANE PO BOX 9998 CEDAR RAPIDS, IOWA 52406-9998

For more information, you may call KAREN LENANE at (319) 399-2902 or write to the above address.

Thank you for your assistance.

THOMAS ALLEN PO BOX 9998

CEDAR RAPIDS, IOWA 52406-9998

Date of Posting: 06/27/2011



UNITED STATES POSTAL SERVICE

Date of Removal: 08/28/2011

INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE THE HOLLAND, IA POST OFFICE AND CONTINUE TO PROVIDE SERVICE BY RURAL ROUTE SERVICE

To the customers of the Holland Post Office:

The Postal Service is considering the close of the Holland Post Office for reasons stated in the accompanying proposal.

During the 60-day posting period from 06/27/2011 through 08/28/2011 you are invited to provide written comments. Comments will be most helpful if they offer specific opinions and information favorable or unfavorable regarding the potential effect of the proposed change on postal services and on the community. Your comments will be carefully considered and will be incorporated into the official record, which will be made public if the proposal is finalized.

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Thank you for your assistance.

THOMAS ALLEN PO BOX 9998

CEDAR RAPIDS, IOWA 52406-9998

DOCKET NO. ITEM NO. PAGE. 33

Date of Posting: 06/27/2011

Posting Round Date:

Date of Removal: 08/28/2011

Removal Round Date:



PROPOSAL TO CLOSE
THE HOLLAND, IA POST OFFICE
AND CONTINUE TO PROVIDE
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1367189 - 50642

DDCKET NO. 1367189-50642.
ITEM NO. 33
PAGE 1 A

Date of Posting: 06/27/2011

Posting Round Date:

Date of Removal: 08/28/2011

Removal Round Date:

PROPOSAL TO CLOSE
THE HOLLAND, IA POST OFFICE
AND CONTINUE TO PROVIDE
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1367189 - 50642

L RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to close the Holland, IA Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Grundy Center Post Office, located five miles away. Service may be provided to cluster box units (CBUs).

CBUs are secure free-standing units of individually locked mail compartments installed and maintained by the Postal Service at no cost to the customer. A parcel locker may also be installed.

The postmaster position became vacant when the postmaster retired on June 30, 2010, Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office is being studied for possible closing or consolidation due to the following reasons. Study to request for discontinuance based on declining workload, declining volumes, revenue and the ability of the Postal Service to provide effective and regular service by alternate means.

The Holland Post Office, an EAS-11 level, provides service from 07:45 - 10:15 Monday - Friday, 07:45 - 09:15 Saturday and lobby hours of 7:30 am - 9:30 pm on Monday - Friday and 7:30am-4:00pm on Saturday to 112 post office box or general delivery customers and 124 delivery customers. Retail services included the sale of stamps, stamped paper, and money orders, special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged 12 transaction(s) accounting for 12 minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by rural route service. Office receipts for the last 3 years were: \$36,696 (96 revenue units) in FY 2008; \$31,578 (82 revenue units) in FY 2009; and \$25,078 (65 revenue units) in FY 2010. There were one permit mailer(s) or postage meter customer(s).

On May 19, 2011, representatives from the Postal Service were available at Holland City Hall to answer questions and provide information to customers. 42 customer(s) attended the meeting.

On May 04, 2011, 230 questionnaires were distributed to delivery customers of the Holland Post Office. Questionnaires were also available over the counter for retail customers at the Holland Post Office. 69 questionnaires were returned. Responses regarding the proposed alternate service were as follows. 8 favorable, 10 unfavorable, and 51 expressed no opinion.

If this proposal is implemented, delivery and retail services will be provided by the Grundy Center Post Office, an EAS-18 level office. Window service hours at the Grundy Center Post Office are from 08:30-16:30, Monday through Friday, and none on Saturday. There are 100 post office boxes available.

The following concerns were expressed on the returned questionnaires; at the community meeting, from customer letters, on the petition, and from the congressional inquiry:

1. Co	ncern:	Customers questioned the economic savings of the proposed discontinuance.
Re	sponse:	Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change.
2, Co	ncern:	Customers said they would miss the special attention and assistance provided by the personnel at the Post Office.
Re	sponse:	Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier.
3. Co	ncern:	Customers said they would miss the special attention and assistance provided by the personnel at the Post Office.
Re	sponse:	Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier. Special assistance will be provided as needed.
	ncern:	Customers were concerned about later delivery of mail.
Re	sponse:	The top priority of the Postal Service is to provide mail service in the most efficient manner possible because all of our costs are reflected in postage rates customers must pay. Delivery costs are one of our biggest

expenses, so you can be assured that careful thought is given to the structure of each route. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest

fleet of delivery vehicles in the world, to minimize vehicle and fuel expenses we must also pay special attention to energy conservation measures. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$1 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover. We do regret the inconvenience to customers who would like, but cannot receive, early mail delivery. For those customers we offer alternative delivery services, such as Post Office box service that provide access to their mail earlier and throughout the day.

You expressed a concern if delivery time would be changed. Concern:

We do not know at this time if a possible discontinuance for the Holland Response:

Post Office would create the need of a route adjustment.

Concern: You stated no delivery on Saturday.

The Postal Service has requested a change to five day delivery. This Response: must be approved through Congress as we are Federally regulated. We

are awaiting their response.

Customer asked about casual and TE appointments? Concern:

The USPS still uses those appointments in certain positions. Response:

Customer asked if FedEx and UPS pays the USPS to deliver their Concern:

packages?

The USPS has a contract with both companies to deliver packages. Fed. Response:

Ex and UPS in return transports USPS mail using their private airplane

Customer asked if the USPS hires a contractor to install the CBU's. Concern:

We hire a contractor to pour the concrete and prepare them for CBU Response: installation. Our maintenance department then installs the CBU's onto the

concrete pads.

Customer asked why it is difficult to replace Postmasters. 10. Concern:

There is currently a hiring freeze placed on certain positions within the Response:

Postal Service at this time and Postmaster positions is one of them.

Customer expressed a concern about package delivery and pickup 11. Concern:

The customer expressed a concern about package delivery and pickup. Response:

Rural carriers will deliver packages that fit in the cluster box, if the package does not fit in the cluster box parcel locker, the carrier will deliver the package up to 1/2 mile off of the line of travel, at a designated

place, such as on your porch or under a carport.

Customer that owns the building leased wanted to know what would 12. Concern:

happen to the contract they have through 2014.

The USPS fulfills all contractual agreements. This specific contract for Response:

Holland has a 30 day termination clause. All other facility questions must

be directed to our facility department in Denver Colorado.

Customer wanted to know how many Post Offices in Iowa are being 13. Concern:

looked at to discontinue.

Response: Currently we are studying 82 offices for possible discontinuance.

Customer wanted to know if I were a resident of Holland, what would I 14. Concern:

place on my questionnaire to help keep the Post Office open?

22. Concern:

It is hard to determine what to say that could help keep the Post Office. Response: open. I can not guarentee anything said will prevent this discontinuance from being approved. The likelyhood it will be discontinued is very high. We are at the beginning stages of management initiated discontinuances. so I have not seen one closed, nor overturned. Honestly I would place any opinion I had on the questionnaire, just to say that my voice was heard and became part of the official study. Customer wanted to know if it is true they read everyone must be within 15. Concern: 7 miles of a Post Office. I do not believe that statement is true. Response: Customer wanted to know if the cost of rent and utilities is the biggest Concern: concern of our expenses. I would say that no, it is not the largest concern, but it is within our control Response: in some cases. If we can provide regular and effective service in an alternate manner that can eliminate those expenses, then that is the purpose of this study for discontinuance. Customer wanted to know if the Evansdale Postmaster retired and did 17. Concern: that PO close? Evansdale is considered a "branch" which falls under management of the Response: Waterloo Post Office, therefore it does not require a Postmaster. A window clerk operates the Post Office daily. Evansdale is under the same study as Holland for a possible discontinuance and could be closed. The USPS is looking into many offices, including in larger offices, processing facilities, stations and branches. Customer wanted to know if the Postal Service is looking at the low hanging fruit to discontinue small town Post Offices, Should the USPS 18 Concern: stand up to the unions? The USPS is dealing with issues within their control. Providing service via Response: rural carrier provides service in a regular and cost efficient manner, that is why discontinuance is pursued. As far as union issues, that is far beyond my realm of understanding and needs to be handled at higher levels. Customer wanted to know if the study addressed the concern to travel to 19. Concern: Grundy center to mail letters and purchase stamps? Customers may mail letters in the CBU's, as there is an outgoing mail Response: slot. The rural carrier also carries stamp stock on a daily basis. If you use a stamps by mail envelope that is bright grange, he can many times leave your stamps the same day, if not, your order would be processed in Grundy Center and returned the next delivery day. Customer wanted to know if the timeline could be quicker than 8 to 9 20. Concern: The timeline we give is approximate and from the beginning of the Response: process of Holland which started about two months ago. Customer wanted to know if their PO Box would be located on the 21. Concern: outside of the CBU. Response: No, you would need to use your physical 911 address. Your PO box. number would no longer be valid should the discontinuance be approved. On the outside of the CBU would only be a number 1-16, not relating to any address. Inside the CBU, the carrier would have your 911 address so

Response: The community will be notified if discontinuance is warrented by the Vice President of Retail and delivery with adequate time for installation.

mailboxes) need to be installed.

he would know which box belongs to which individual.

Customer wanted to know if there is a timeframe the CBU's (or curbside

3. Concern: Customer wanted to know if there was a final goal, such as one Post Office per county?

35. Concern:

I am not aware of any final goals, Response: Customer wanted to know if they can put up curbside boxes on main 24. Concern: The customer would need to petition for rural delivery through your Post Response: Customer wanted to know if they can write to USPS Consumer Affairs at 25. Concern: any time Yes, you may write to Consumer Affairs at any given time. I can supply Response: you with a prepaid envelope to use. Customer wanted to know what the USPS does with the indivudual PO 26. Concern: boxes should their be a discontinuance. The USPS tries to reuse any equipment we can. If they are not needed. Response: we would possibly place them up for sale. Customer wanted to know where can we put the cluster box units, will 27. Concern: kids and safety come into the decision? Yes, safety will definitely be part of the decision. The placement of the Response: CBU's depend on the availability of city property. Customer wanted to know who is responsible for snow removal. Concern: 28 The USPS is responsible for snow removal. Response: Customer wanted to know why express was not cheaper for Holland as it. 29. Concern: can not make it "overnight". It is unfortunate that express can not be overnight in all areas, it is Response: determined by transportation and meeting commitment times. We keep our service prices the same whether you are a frequesnt customer, a USPS employee or a resident of Holland, Our services are mandated to remain the same price through our regulations by congress. Customer was concerned about the salaries of the Postal employees, do Concern: Postmasters make more or Rural carriers? Response: We do not want to debate salaries, when we are here to discuss Holland's potential service should there be a possible discontinuance. Customer was concerned if the Postal Service pays for rental of the 31. Concern: current building. Yes, we are under a lease through 2014 which contains a 30 day clause. Response: Customers wanted to know if a study has been done on the costs to 32. Concern: have the rural carrier versus the Postmaster sort the mail. The cost savings is included in this study and will be available for public Response: viewing when the proposal is posted. Customers wanted to know if many small town Post Offices start closing 33. Concern: if the administrative post offices could remain open for Saturday hours. The customer r concern will be noted and added to the study. Response: Customers wanted to know if the boxes could stay inside the Post Office 34. Concern: where they are now and have the rural carrier service them in the building. The Postal Service is trying to reduce our footprint by reducing building Response:

usage and expenses when CBU's are accessible outside.

Customers wanted to know if the USPS is conducting a study to

determine the potential loss of business to our competitor's such as UPS?

Response:

36 Concern:

Response:

37. Concern:

Response:

38. Concern:

Response:

39. Concern:

Response:

40. Concern:

Response:

Although that is a very good question, I believe the potential loss of business is hard to determine. I do not know of a study being conducted on that issue.

Customers wanted to know the size of the individual CBU and how many are in each unit.

The individual sizes are approximately 12"wide x 3" tall x 17" deep. It would hold a large amount of mail and is securely locked. There are 16 individual compartments and two parcel lockers in each unit.

Customers wanted to know who the appeal gets sent to within the 30 days of final determination posting.

The appeal would be sent to the Postal Regulatory Commission. This information is furnished should a final determination be created and is available to the public at the time it would be posted.

Customers were concerned about a change of address

The customer expressed a concern about a change in address. Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change.

Customers were concerned about keeping Holland IA and 50642 in the last line of their address.

There should not be a problem saving Holland and 50642 as the last line of your address should there be a discontinuance.

Customers were concerned about obtaining services from the carrier

The customer were concerned about obtaining services from the carrier, retail services provided at the post office are available from the carrier. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, Stamp Purchase Order (Rural), available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery. Customers were concerned about permit mailing 41. Concern: The customer expressed a concern about permit mailing that was input Response: at the Holland Post Office. Responsibility for the permit account would be transferred to the administrative Post Office. Mailings would need to be submitted to that office for verification. Customers interested in obtaining a permit should contact the administrative postmaster. Customers were concerned about rental on the CBU's. 42. Concern: No, there is no fee to have a unit in the Cluster Box Units or the keys. Response: Two keys are given out, one saved at the Grudy Center Post Office and multiple keys may be duplicated. The only fee would be associated with a change lock fee of \$40 if all keys would be lost. Customers were concerned about the placement of the cluster box unit. 43 Concern: We understand the placement of the cluster box unit is a large concern Response: for the community. We are here tonight to get some input not only from the mayor and council but also the community of Holland's residents. We place the cluster box units on city property only as we do not pay rental on land. Our recommendation is to have the subject on the adjenda for the next city council meeting and bring that up for discussion. We do not need to know immediately where the placement would be as we are only under a study at this time. Customers were concerned about what to do and who to contact if going Concern: The customer may hold your mail by calling the Grudy Center Post Response: Office. The rural carrier can then deliver your mail (with your request) to your CBU upon your return to elleviate a trip to Grundy Center to pick up your mail. Customers were concerned as to why the incoming and outgoing mail survey was not conducted at different times or during different seasons 45 Concern: and who selects the two week period? Response: The incoming and outgoing survey is one step of the 57 steps of the discontinuance process. The time frame is chosen as soon as an office is selected to begin the discontinuance study. Customers were concerned how they would access their keys to the CBU Concern: If a discontinuance is justified, we would know the date in advance and Response: Pam (Holland's OIC) would be able to assign keys before the office would be closed. Concern: Customers were concerned if curbside/rural boxes are an option.

Response:

Curbside boxes are an option. Keep in mind that with curbside boxes each individual is responsible for maintenance, including snow removal. Rural carriers will not deliver when snow has not been removed and the route would not be down every street, in front of every house. It would include making a few loops through town. Some individuals would need to go a few blocks to retrieve mail that is unsecured in curbside boxes. We will work with the mayor who can determine at a council meeting which preference Holland residents decide.

48. Concern: Customers were concerned if the 7 CBU's will all go in one area.

Response: We try to place the CBU's in one area for obvious efficiency and operational reasons. Docker: 1567189 - 50642 Juan 10s: 33 Page Nor: 8

Customers were concerned if the study would irrivolve permanantly 49. Concern: keeping the three hour office open as it operates currently. This study is for possible discontinuance. It involves providing service Response: effectively and regularly in a more cost efficient manor through the rural Customers were concerned the Postal Service will not pay for rental of the cluster box units, then why could we not move the Post Office into the 50. Concern: city hall rent free. The Post Office is trying to eliminate expenses and although that may Response: eliminate the cost of a building lease, it would still involve salaries. We can provide regular and effective service through a rural carrier in a most cost effective manner. Is there an option to go to Grundy Center to get our mail? 51. Concern: The customer currently have the option to rent a PO Box in Grundy Response: Center, A change of address would need to be completed, and we would forward your first class mail up to one year.

Some advantages of the proposal are:

The rural or contract delivery carrier may provide retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.

Customers opting for carrier service will have 24-hour access to their mail.

Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.

CBUs can offer the security of individually locked mail compartments, Parcel lockers provide convenient parcel delivery for customers.

Customers opting for carrier service will not have to pay post office box fees.

Saves time and energy for customers who drive to the post office to pick up mail.

Some disadvantages of the proposal are:

The loss of a retail outlet and a postmaster position in the community. Retail services may be provided by the rural or contract delivery carrier.

Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.

A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.

A change in your PO Box Fees may be a result of this proposal.

Taking all available information into consideration, the Postal Service concludes this proposal will provide a maximum degree of effective and regular postal services to the community.

II. EFFECT ON COMMUNITY

Holland is an incorporated community located in Grundy County. The community is administered politically by Mayor and council. Police protection is provided by the Grundy County Sheriff Dept. Fire protection is provided by the Holland Fire Department. The community is comprised of combination, and those who commute to work at nearby communities and work in local businesses.

Businesses and organizations include: Colfax Presbyterian Church, Holland Post Office Holland Volunteer Fire Dept. Heartland Cooperative Elevator Lone Tree Inn City Hall / Community Bldg. Jay's Storage Units New Hope Fellowship CR Church. Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Holland Post Office will be available at the Grundy Center Post Office. Government forms normally provided by the Post Office will also be available at the Grundy Center Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed on the returned questionnaires, at the community meeting, on the petition, and on the congressional inquiry:

None

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this proposal will not adversely affect the community.

III. EFFECT ON EMPLOYEES

The postmaster position became vacant when the postmaster retired on June 30, 2010. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected. Since the postmaster vacancy an OIC has been installed to operate the office.

IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 35,981 with a breakdown as follows:

Postmaster Salary (EAS-11, No COLA)	\$ 33,168
Fringe Benefits @ 33.5%	\$ 11,111
Annual Lease Costs	± \$ 3,600
Total Annual Costs	\$ 47,879
Less Annual Cost of Replacement Service	-\$ 11.898
Total Annual Savings	\$ 35.981

A one-time expense of \$ 5166 will be incurred for installation of CBUs and 0 parcel locker(s).

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

The Postal Service is proposing to close the Holland, IA Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Grundy Center Post Office, located five miles away. Service may be provided to cluster box units (CBUs).

The postmaster retired on June 30, 2010. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. Post office workload has declined. Effective and regular service will continue to be provided by rural route service.

The Holland Post Office provided delivery and retail service to 112 PO Box or general delivery customers and 124 delivery route customers. The daily retail window transactions averaged 12. There are one permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a post office for service. The Postal Service will save an estimated \$35,981 annually. A disadvantage to some may be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with a rural or contract delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this proposal is warranted.

VII. NOTICES

- A. Support Materials. Copies of all materials upon which this proposal is based are available for public inspection at the Holland Post Office and Grundy Center Post Office during normal office hours.
- 8. This is a proposal. It is not a final determination to close this post office. If a final determination is made to close this post office, after public comments on this proposal are received and taken into account, a notice of that final determination will be posted in this office.

The final determination will contain instructions on how affected customers may appeal that decision to the Postal Regulatory Commission. Any such appeal must be received by the commission within 30 days of the posting of the final determination.

THOMAS ALLEN
Manager, Post Office Operations

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the HOLLAND Post Office.

Effect on Your Postal Services. Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services. Effect on Your Community. Please describe any favorable or unfavorable effects that you believe the proposal would have on your community. Other Comments. Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal. Name of Postal Customer Signature of Postal Customer Mailing Address	City, S	tate, and ZIP Code	Date
2. Effect on Your Community. Please describe any favorable or unfavorable effects that you believe the proposal would have on your community. Other Comments. Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.	Mailin	g Address	
2. Effect on Your Community. Please describe any favorable or unfavorable effects that you believe the proposal would have on your community. 3. Other Comments. Please provide any other views or information that you believe the	Name	of Postal Customer	Signature of Postal Customer
believe the proposal would have on the regularity or effectiveness of your postal services. Effect on Your Community. Please describe any favorable or unfavorable effects that	55	Postal Service should consider in	deciding whether to adopt the proposal.
 Effect on Your Postal Services. Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services. 	2.	Effect on Your Community. Plear you believe the proposal would ha	ase describe any favorable or unfavorable effects that ave on your community.
A CONTRACTOR OF THE PROPERTY O	L	Effect on Your Postal Services. I believe the proposal would have o	Describe any favorable or unfavorable effects you not the regularity or effectiveness of your postal services.



08/29/2011

OFFICER-IN-CHARGE/POSTMASTER

SUBJECT: Instructions for Posting the "Notice of Taking Proposal and Comments Under Internal Consideration"

At the close of business on 08/28/2011 take down the "Proposal" and the "Invitation for Comments" from the lobby. Round-date stamp them upon removal and verify that the mandatory 60-day posting period was observed. The proposal and invitation for comments must be posted for at least 60 days, and the first day does not count.

On the same day, prominently post in the lobby the enclosed "Notice of Taking Proposal and Comments Under Internal Consideration." The notice should remain posted until you receive further notice from this office.

Please return the posted "Proposal," "Invitation for Comments," the official record, and any related discontinuance materials to this office.

Thank you for your assistance.

Sincerely,

KAREN LENANE

Post Office Review Coordinator

PO BOX 9998

CEDAR RAPIDS, IOWA 52406-9998



A. Office	E).								
Vame:	HOLLAND					State: IA	Zip	Code: 5	0642
vea:	WESTER			Distri		HAWKEYE PFC GRUNDY			_
Jongres LAS Gra	sional Distric	11		Coun	W.	Finance Number:	1841	94	
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Prepare	ad by:	Karen Le	and the latest section of the latest section	Omnorthe wheel	_		Date		09/12/2011
Title:		HAWKE	YE PFC Post Office Review C	Coordinator					
									(319)

NOTICE OF TAKING PROPOSAL AND COMMENTS LINDER INTERNAL CONSIDERATION

Date 08/29/2011

Postal Customers of the Holland Post Office. The Postal Service appreciates receiving the views of those of you who submitted comments on the proposal to close the Holland Post Office, which was posted 06/27/2011 through 08/28/2011. These comments will be considered carefully as the matter is reviewed further in my office and at higher levels within the Postal Service.

When a final decision is made by the Postal Service, that decision will be posted in place of this notice. If the decision is to approve the proposal, any customer of the Holland Post Office who disagrees will have the right to appeal that decision to the Postal Regulatory Commission in Washington, DC.

Sincerely.

THOMAS ALLEN PO BOX 9998

CEDAR RAPIDS, IOWA 52406-9998



09/12/2011

MEMO TO THE RECORD

SUBJECT HOLLAND

Docket Number 1367189 - 50642

The proposal to consolidate the HOLLAND was posted with an "Invitation for Comments," at the HOLLAND from 06/27/2011 through 08/28/2011. No comments were received. There is no change to the original proposal. Accordingly, there is no need to modify the proposal to address comments.

KAREN LENANE Post Office Review Coordinator HAWKEYE PFC District



A. Office	E.								
Name: Area:	HOLLAND				District:	State: IA	Z)p	Code: 5	0642
Congres	ional District		04	County:	GRUNDY				
EAS Gra	de		11			Finance Number	1841		-
Post Off	ce:	1	Classified Station			Classified Branch	Ц	CPO	Ш
This form	n is a place	holde	r for number 39. There was not	a prematur	e appeals	received.			
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Prepare	ed by:	Kan	en Lenane				Date	í	19/12/2011
Title:		HAV	VKEYE PFC Post Office Review	Coordinati	or				2003):
Tele No	ě.	(319) 399-2902				Fax No:		319)

Date of Posting: 06/27/2011

Posting Round Date:

Date of Removal: 08/28/2011

Removal Round Date:

PROPOSAL TO CLOSE
THE HOLLAND, IA POST OFFICE
AND CONTINUE TO PROVIDE
SERVICE BY RURAL ROUTE SERVICE
(REVISED)

DOCKET NUMBER 1367189 - 50642

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to close the Holland, IA Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Grundy Center Post Office, located five miles away. Service may be provided to cluster box units (CBUs).

CBUs are secure free-standing units of individually locked mail compartments installed and maintained by the Postal Service at no cost to the customer. A parcel locker may also be installed.

The postmaster position became vacant when the postmaster retired on June 30, 2010, Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office is being studied for possible closing or consolidation due to the following reasons: Study to request for discontinuance based on declining workload, declining volumes, revenue and the ability of the Postal Service to provide effective and regular service by alternate means.

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If this proposal is implemented, delivery and retail services will be provided by the Grundy Center Post Office, an EAS-18 level office. Window service hours at the Grundy Center Post Office are from 08:30-16:30, Monday through Friday, and none on Saturday. There are 100 post office boxes available.

The following concerns were expressed from questionnaires, the community meeting, from customer letters, on the petition, and from the congressional inquiry:

Concern:	Customedisconti	ers questioned the economic savings of the proposed nuance,
Response	maintair	service can be and, in this case, is more cost-effective than ning a postal facility and a postmaster position. The Postal estimates an annual savings with this change.
Z. Concern:		ers said they would miss the special attention and assistance d by the personnel at the Post Office.
Response		ius and helpful service will be provided by personnel at the trative Post Office and from the carrier.
3. Concern:		ers said they would miss the special attention and assistance d by the personnel at the Post Office.
Response	adminis	us and helpful service will be provided by personnel at the trative Post Office and from the carrier. Special assistance will be d as needed.
4. Concern:	Custom	ers were concerned about later delivery of mail.
Response	efficient	priority of the Postal Service is to provide mail service in the mos mariner possible because all of our costs are reflected in rates customers must pay. Delivery costs are one of our biggest

expenses, so you can be assured that careful thought is given to the structure of each route. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest Docket: 1367189 - 50642 hest Nbr: 41 Page Nbr: 3

fieet of delivery vehicles in the world, to minimize vehicle and fuel expenses we must also pay special attention to energy conservation measures. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$1 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover. We do regret the inconvenience to customers who would like, but cannot receive, early mail delivery. For those customers we offer alternative delivery services, such as Post Office box service that provide access to their mail earlier and throughout the day.

Concern: Customers were concerned about obtaining services from the carrier.

Response:

The rural carrier provides all the services that are available at the Post
Office with the exception of PO Box service and bulk mail acceptance.
This includes stamp sales, package pick up, special services and money

order sales

Concern: You expressed a concern if delivery time would be changed.

Response: We do not know at this time if a possible discontinuance for the Holland

Post Office would create the need of a route adjustment.

Concern: You stated no delivery on Saturday.

Response: The Postal Service has requested a change to five day delivery. This must be approved through Congress as we are Federally regulated. We

are awaiting their response.

Concern: Customer asked about casual and TE appointments?

Response: The USPS still uses those appointments in certain positions.

Concern: Customer asked if FedEx and UPS pays the USPS to deliver their

packages?

Response: The USPS has a contract with both companies to deliver packages. Fed Ex and UPS in return transports USPS mail using their private airplane

service.

Concern: Customer asked if the USPS hires a contractor to install the CBU's.

Response: We hire a contractor to pour the concrete and prepare them for CBU

installation, Our maintenance department then installs the CBU's onto the

concrete pads.

Concern: Customer asked why it is difficult to replace Postmasters.

Response: There is currently a hiring freeze placed on certain positions within the

Postal Service at this time and Postmaster positions is one of them.

Concern: Customer expressed a concern about package delivery and pickup

Response: The customer expressed a concern about package delivery and pickup.

Rural carriers will deliver packages that fit in the cluster box, if the

package does not fit in the cluster box parcel locker, the carrier will deliver the package up to 1/4 mile off of the line of travel, at a designated

place, such as on your porch or under a carport.

13 Concern: Customer that owns the building leased wanted to know what would

happen to the contract they have through 2014.

Response: The USPS fulfills all contractual agreements. This specific contract for Holland has a 30 day termination clause. All other facility questions must

be directed to our facility department in Denver Colorado.

Concern: Customer wanted to know how many Post Offices in Iowa are being

looked at to discontinue.

Response: Currently we are studying 82 offices for possible discontinuance.

23. Concern:

Response:

Customer wanted to know if I were a resident of Holland, what would I Concern: place on my questionnaire to help keep the Post Office open? It is hard to determine what to say that could help keep the Post Office Response: open. I can not guarentee anything said will prevent this discontinuance from being approved. The likelyhood it will be discontinued is very high. We are at the beginning stages of management initiated discontinuances. so I have not seen one closed, nor overturned. Honestly I would place any opinion I had on the questionnaire, just to say that my voice was heard and became part of the official study. Customer wanted to know if it is true they read everyone must be within 16. Concern: 7 miles of a Post Office. I do not believe that statement is true. Response: Customer wanted to know if the cost of rent and utilities is the biggest 17. Concern: concern of our expenses. I would say that no, it is not the largest concern, but it is within our control Response: in some cases. If we can provide regular and effective service in an alternate manner that can eliminate those expenses, then that is the purpose of this study for discontinuance. Customer wanted to know if the Evansdale Postmaster retired and did Concern: that PO close? Evansdale is considered a "branch" which falls under management of the Response: Waterloo Post Office, therefore it does not require a Postmaster. A window clerk operates the Post Office daily. Evansdale is under the same study as Holland for a possible discontinuance and could be closed. The USPS is looking into many offices, including in larger offices, processing facilities, stations and branches. Customer wanted to know if the Postal Service is looking at the low hanging fruit to discontinue small town Post Offices. Should the USPS Concern: stand up to the unions? The USPS is dealing with issues within their control. Providing service via Response: rural carrier provides service in a regular and cost efficient mariner, that is why discontinuance is pursued. As far as union issues, that is far beyond my realm of understanding and needs to be handled at higher levels. Customer wanted to know if the study addressed the concern to travel to 20 Concern: Grundy center to mail letters and purchase stamps? Customers may mail letters in the CBU's, as there is an outgoing mail Response: slot. The rural carrier also carries stamp stock on a daily basis, If you use a stamps by mail envelope that is bright orange, he can many times leave your stamps the same day, if not, your order would be processed. in Grundy Center and returned the next delivery day. Customer wanted to know if the timeline could be quicker than 6 to 9 21. Concern: months. Response: The timeline we give is approximate and from the beginning of the process of Holland which started about two months ago. Customer wanted to know if their PO Box would be located on the 22. Concern: outside of the CBU. No, you would need to use your physical 911 address. Your PO box Response: number would no longer be valid should the discontinuance be approved. On the outside of the CBU would only be a number 1-16, not relating to any address. Inside the CBU, the carrier would have your 911 address so he would know which box belongs to which individual.

Customer wanted to know if there is a timeframe the CBU's (or curbside

The community will be notified if discontinuance is warrented by the Vice

President of Retail and delivery with adequate time for installation.

mailboxes) need to be installed.

Response:

Customer wanted to know if there was a final goal, such as one Post 24 Concern: Office per county? I am not aware of any final goals. Response: Customer wanted to know if they can put up curbside boxes on main 25. Concern: The customer would need to petition for rural delivery through your Post Response: Customer wanted to know if they can write to USPS Consumer Affairs at 26 Concern: any time. Yes, you may write to Consumer Affairs at any given time. I can supply Response: you with a prepaid envelope to use. Customer wanted to know what the USPS does with the indivudual PO 27 Concern: boxes should their be a discontinuance. The USPS tries to reuse any equipment we can. If they are not needed, Response: we would possibly place them up for sale. Customer wanted to know where can we put the cluster box units, will Concern: 28 kids and safety come into the decision? Yes, safety will definitely be part of the decision. The placement of the Response: CBU's depend on the availability of city property. Customer wanted to know who is responsible for snow removal. Concern: The USPS is responsible for snow removal. Response: Customer wanted to know why express was not cheaper for Holland as it. 30. Concern: can not make it "overnight". It is unfortunate that express can not be overnight in all areas, it is Response: determined by transportation and meeting commitment times. We keep our service prices the same whether you are a frequesnt customer, a USPS employee or a resident of Holland. Our services are mandated to remain the same price through our regulations by congress. Customer was concerned about the salaries of the Postal employees, do 31. Concern: Postmasters make more or Rural carriers? We do not want to debate salaries, when we are here to discuss Response: Holland's potential service should there be a possible discontinuance. Customer was concerned if the Postal Service pays for rental of the 32 Concern: current building. Response: Yes, we are under a lease through 2014 which contains a 30 day clause. Customers wanted to know if a study has been done on the costs to 33. Concern: have the rural carrier versus the Postmaster sort the mail. Response: The cost savings is included in this study and will be available for public viewing when the proposal is posted. Customers wanted to know if many small town Post Offices start closing Concern: if the administrative post offices could remain open for Saturday hours. Response: The customer r concern will be noted and added to the study. Customers wanted to know if the boxes could stay inside the Post Office Concern: where they are now and have the rural carrier service them in the building.

The Postal Service is trying to reduce our footprint by reducing building

usage and expenses when CBU's are accessible outside.

36. Concern:

Response:

37. Concern:

Response:

38. Concern:

Response:

39. Concern:

Response:

40. Concern:

Response:

41. Concern:

Response:

Customers wanted to know if the USPS is conducting a study to determine the potential loss of business to our competitor's such as UPS?

Although that is a very good question, I believe the potential loss of business is hard to determine. I do not know of a study being conducted on that issue.

Customers wanted to know the size of the individual CBU and how many are in each unit.

The individual sizes are approximately 12"wide x 3" tall x 17" deep. It would hold a large amount of mail and is securely locked. There are 16 individual compartments and two parcel lockers in each unit.

Customers wanted to know who the appeal gets sent to within the 30 days of final determination posting.

The appeal would be sent to the Postal Regulatory Commission. This information is furnished should a final determination be created and is available to the public at the time it would be posted.

Customers were concerned about a change of address

The customer expressed a concern about a change in address. Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change.

Customers were concerned about keeping Holland IA and 50642 in the last line of their address.

There should not be a problem saving Holland and 50642 as the last line of your address should there be a discontinuence.

Customers were concerned about obtaining services from the carrier

The customer were concerned about obtaining services from the carrier, retail services provided at the post office are available from the carrier. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, Stamp Purchase Order (Rural), available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate

payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

Customers were concerned about permit mailing

The customer expressed a concern about permit mailing that was input at the Holland Post Office. Responsibility for the permit account would be transferred to the administrative Post Office. Mailings would need to be submitted to that office for verification. Customers interested in obtaining a permit should contact the administrative postmaster.

Customers were concerned about rental on the CBU's.

No, there is no fee to have a unit in the Cluster Box Units or the keys. Two keys are given out, one saved at the Grudy Center Post Office and multiple keys may be duplicated. The only fee would be associated with a change lock fee of \$40 if all keys would be lost.

Customers were concerned about the placement of the cluster box unit.

We understand the placement of the cluster box unit is a large concern for the community. We are here tonight to get some input not only from the mayor and council but also the community of Holland's residents. We place the cluster box units on city property only as we do not pay rental on land. Our recommendation is to have the subject on the adjends for the next city council meeting and bring that up for discussion. We do not need to know immediately where the placement would be as we are only under a study at this time.

Customers were concerned about what to do and who to contact if going on vacation.

The customer may hold your mail by calling the Grudy Center Post Office. The rural carrier can then deliver your mail (with your request) to your CBU upon your return to elleviate a trip to Grundy Center to pick up your mail.

Customers were concerned as to why the incoming and outgoing mail survey was not conducted at different times or during different seasons and who selects the two week period?

The incoming and outgoing survey is one step of the 57 steps of the discontinuance process. The time frame is chosen as soon as an office is selected to begin the discontinuance study.

Customers were concerned how they would access their keys to the CBU boxes.

If a discontinuance is justified, we would know the date in advance and Pam (Holland's OIC) would be able to assign keys before the office would be closed.

Customers were concerned if curbside/rural boxes are an option.

Curbside boxes are an option. Keep in mind that with curbside boxes each individual is responsible for maintenance, including snow removal. Rural carriers will not deliver when snow has not been removed and the route would not be down every street, in front of every house. It would include making a few loops through town. Some individuals would need to go a few blocks to retrieve mail that is unsecured in curbside boxes. We will work with the mayor who can determine at a council meeting which preference Holland residents decide.

Customers were concerned if the 7 CBU's will all go in one area.

42. Concern:

Response:

43 Concern:

Response:

44. Concern:

Response:

45 Concern:

Response:

46. Concern:

Response:

47. Concern:

Response:

48. Concern:

Response:

Docker: 1367186 - 30642 hom Nhr: 41 Page Nhr: 4

Response:

Concern:

Response:

Response:

52 Concern:

51.

Response: We try to place the CBU's in one area for obvious efficiency and operational reasons.

Customers were concerned if the study would involve permanantly

50. Concern: keeping the three hour office open as it operates currently.

This study is for possible discontinuance. It involves providing service effectively and regularly in a more cost efficient manor through the rural

carrier.

Customers were concerned the Postal Service will not pay for rental of the cluster box units, then why could we not move the Post Office into the

city hall rent free.

The Post Office is trying to eliminate expenses and although that may eliminate the cost of a building lease, it would still involve salaries. We can provide regular and effective service through a rural carrier in a most

cost effective manner.

Is there an option to go to Grundy Center to get our mail?

The customer currently have the option to rent a PO Box in Grundy Center. A change of address would need to be completed, and we would

forward your first class mail up to one year.

Some advantages of the proposal are:

1. The rural or contract delivery carrier may provide retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.

2. Customers opting for carrier service will have 24-hour access to their mail.

3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.

4. CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.

5. Customers opting for carrier service will not have to pay post office box fees.

6. Saves time and energy for customers who drive to the post office to pick up mail.

Some disadvantages of the proposal are:

The loss of a retail outlet and a postmaster position in the community. Retail services may be provided by the rural or contract delivery carrier.

Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.

A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.

A change in your PO Box Fees may be a result of this proposal.

Taking all available information into consideration, the Postal Service concludes this proposal will provide a maximum degree of effective and regular postal services to the community.

IL EFFECT ON COMMUNITY

Holland is an incorporated community located in GRUNDY County. The community is administered politically by Mayor and council. Police protection is provided by the Grundy County Sheriff Dept. Fire protection is provided by the Holland Fire Department, The community is comprised of combination, and those who commute to work at nearby communities and work in local businesses.

Businesses and organizations include: Colfax Presbyterian Church, Holland Post Office Holland Volunteer Fire Dept. Heartland Cooperative Elevator Lone Tree Inn City Hall / Community Bldg. Jay's Storage Units New Hope Fellowship CR Church. Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Holland Post Office will be available at the Grundy Center Post Office. Government forms normally provided by the Post Office will also be available at the Grundy Center Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed from questionnaires, the community meeting, on the petition, and on the congressional inquiry:

None

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this proposal will not adversely affect the community.

III. EFFECT ON EMPLOYEES

The postmaster position became vacant when the postmaster retired on June 30, 2010. The rignicareer postmaster retire (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected. Since the postmaster vacancy an OIC has been installed to operate the office.

IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 36,525 with a breakdown as follows:

Postmaster Salary (EAS-11, No COLA)	\$ 33,168	
Fringe Benefits @ 33.5%	\$ 11,111	
Annual Lease Costs	+ \$ 3,600	
Total Annual Costs	\$ 47,879	
Less Annual Cost of Replacement Service	-\$ 11.354	
Total Annual Savings	\$ 36 525	

A one-time expense of \$ 5166 will be incurred for the movement of this facility.

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

The Postal Service is proposing to close the Holland, IA Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Grundy Center Post Office, located five miles away. Service may be provided to cluster box units (CBUs).

The postmaster retired on June 30, 2010. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. Post office workload has declined. Effective and regular service will continue to be provided by rural route service.

The Holland Post Office provided delivery and retail service to 112 PO Box or general delivery customers and 124 delivery route customers. The daily retail window transactions averaged 12. There are one permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a post office for service. The Postal Service will save an estimated \$36,525 annually. A disadvantage to some may be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with a rural or contract delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this proposal is warranted.

VIL NOTICES

- Support Materials. Copies of all materials upon which this proposal is based are available for public inspection at the Grundy Center Post Office during normal office hours.
- B. This is a proposal. It is not a final determination to close this post office. If a final determination is made to close this post office, after public comments on this proposal are received and taken into account, a notice of that final determination will be posted in this office.

The final determination will contain instructions on how affected customers may appeal that decision to the Postal Regulatory Commission. Any such appeal must be received by the commission within 30 days of the posting of the final determination.

THOMAS ALLEN
Manager, Post Office Operations

	Fact She	NSOLIDATION PROPOS let	AL	1. Date Prepared 06/04/2:
I. Past Office Name	100.	3. State and ZIP + 4 Cor	N.	
HOLLAND 4. District, Customer Service	15. Area, Contomer Service	IA, 50642-7713	7. Congressi	onal District
HAWKEYE PFC	WESTERN	GRUNDY	140. Proposed Permanent	
 Region for Proposal to Discontists to request for discontinuance to eckning workload, deciring without secous and the obety of the Proposal opposale effective and regular servi tharmats means. 	based on No Suspension 6. Sanctos de by	HE CONSIDER AND LARMS		CALLET SELVICE
- 11.	Staffing		12. Hours of Bervice	En Cartain
E PW PW Occupient DEGOCIONO	Vacancy Research & Date (street)	#. Tarre M-F -07-45 - 10-15	67 AE - 09:18	Tirlal Wiretine Flours Per Week
ti. DIC DIC Om	eer Non-Caleer	e. f.obby Time M-F 7:30 em - 9:30 pm	7-30an-4-00ps	97.00
e, Clawel PM POSITION Level (15 EAS-11	Downgraded from EAS-11		E:	25
d. No of Clerks-0 Pro of Caree a. No of Cherks-1 Prio of Caree				
13, Number of	Customers Served		14. Daily Volume (Pioces)	
a. German Delivery	0	Types of Mail	Regives	Dispatched
IL F.O. Box	113	a Fret-Class	995	45
E. City Delivery		II. Newspaper	286	(0)
± Rumi Delivery	124	c. Parcel		1
s. Highway Contract Rouse Box	0	6. Other	4 1	- 1
t Total	236	e Total	944	96
g. No. Receiving Duplicane Senace	n n	f. No. of Portage Mellers		.0
h Average No. Delly Transactors.	11.70	g. No. of Permits		(3)
Finances A. FY 2006 2009 2010		9 21,578 \$ 25,078 \$ 25,078	B. EAS Step 1 PM Basic Solary (no Cols) 8 33168	c. PM Pringe Beni (33.6% of b.) Eth.111
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Location in Business 386. Explain NA Microsomer in State 17. Schools, Churches and Organ Cultus Prestytenian Church 18. Businesses in Service Area Holland Post Office Holland Volume Elization Lone Tree Inn City (MICL) New Hope Fellowship CR Church Printed Native and Title ANCIE GREEN	ustion in Service Area No. 1 No. 1	19. Administrativa/Ema Name GRUNDY CS Whodes Service Haurs Lobby Hours PO States Available 9. 30. Nearest Post Office Name GRUNDY CS Whodey Service Hours Luttle Hours PO Boxes Available Prepared by Signature Avoid GREEN	Investig Office (Proposed) EAS 18 Level 18 IAF DE 30-1E-30 S	Miles Away 5.1 AT Trans AT 24 Hours Miles Away 5.1 AT Trans
Locaton II. Business	ustion in Service Area No. 1 No. 1	19. Administrativa/Ema Name GRUNDY CS Whodes Service Haurs Lobby Hours PO States Available 9. 30. Nearest Post Office Name GRUNDY CS Whodey Service Hours Luttle Hours PO Boxes Available Prepared by Signature Avoid GREEN	Princip Office (Proposed) EAS INTER LEVEL 18 INF 0830-1830 INF 0830-1830 INF OR 30-1850 IN	Miles Away E.I. AT hore AT 24 hours Miles Away 5.0 AT none AT 24 hours



09/12/2011

MEMO TO THE RECORD

SUBJECT: Certification of the Record

HOLLAND

Gall M. Dura

Docket Number 1367189 - 50642

This certifies that all comments and documents enclosed in the attached record are originals, or true and correct copies of the originals.

GAIL DUBA District Manager

LOG OF POST OFFICE DISCONTINUANCE ACTIONS

Office Norma, S.	Grie, ZIP Code	HULLAND, IA, GUBAZY//	,	
ASLavel		11		
District		HAWKEYE PEC		
County:		GRUNDY		
Hill Cold Cold and the cold cold	escular)	04		
Congressional	Dietrics			
Propusal			sciictatu	
Reason For Pri	Description	ratined		
Alternate Sarvi	ce Proposed:	Rural Route Service		
Cuitomers Affe	eded:			
Post Office 8	OF:	112		
General Deli	MIN	0		
Rural Boute	M20	a .		
	tract Route (HCR)	0		
7.500.00		0		
City Route:	2000	0		
Intermediate		0		
Intermediate	HCR:	-		
Total number	er of customers:	112		
Cute	I Action			
0-310	Office suspended. Reason suspended			
_	 Suspension notice sent to readquarter 	L. C.		
95/30/2010	Postmaster vacancy occurred. Pleason.	refred.		
	Old: Career, 0 Noncereer, 1 Office			
8201/2011	District manager authorization to study. Questionnaires sent to customers. Num	has sent 710 Member Resumed	TD.	
05/04/2011	Analysis Favorable 8 Untavarable 1	No Opinion 51.	190	
GALONIKATI	Petition received. Number of signatures	i 0		
	Concerns expressed			
	Congressional inquiry received. No			
06/28/9011	Concerns expressed: Proposal and checkful sent to district for	OLIEVIEW.		
000200011	Government Relations and Retail Oper	ations notified by district 10 days be-	ore the 60-day posting (PS Form 4920)	
06/17/2011	attached).			
06/20/2011	Proposal and invitation for comments p	ested and round-defed.		
00/12/2011	Proposal and invitation for comments removed and round-dated. Comment Analysis			
	Favorable 0 Unfavorable 0 No Opr	rion 0 0		
None	Premature PRC appeal received.			
06/04/2011	Concerns expressed: Updated PS Form 4920 completed of re	ecessary)		
09/12/2011	Cartification of the official record.	Allowed Parks	- X	
per care and 1	Distinct transmittal of official record to v	ice president, Delivery and Retail, a	nd copy of transmittal letter to won	
09/16/2011	president, Area Operations.			
09/23/2011	Headquarters logged in official record in Record inturned to district for substions			
	Record returned as not warranted			
10/05/2011	Final determination posted at affected	office(s) and round-datest		
11/09/2011	Final determination removed and roun	d-dated.		
01/13/2012	Poetal Bulletin Post Office Change And	strungement form sent to Headquark	6/5.	
	No appeals letter received from Heads	waters.		
11/15/2011	PRC opinion received on appeal			
	Affirment Remanded:	USPS Withdrawn		
	Address management systems notified	to updated AMS report.		
	Discontinuance announced in Postal E	ullefin No.: Effective dat	E	
Bayley Coost	instorperson most familiar with the case			
THE STATE OF THE PARTY.			(319) 399-2907	
	KAREN LENANE Name/Title		Telephone Number	
	100 A		THE PARTY OF THE P	
	KAREN LENANE		(318) 399-2903	
	Distrut Post Office Review Coordin	MOF	Telephone Number	



09/16/2011

VICE PRESIDENT, DELIVERY AND POST OFFICE OPERATIONS UNITED STATES POSTAL SERVICE 475 L'ENFANT PLAZA ROOM 5621 WASHINGTON DC 20260-5621

SUBJECT: Official Record

Enclosed for your review and approval is the official record to discontinue the Holland Post Office.

All appropriate actions have been taken, and we have considered the concerns/comments of affected customers. The record has been thoroughly reviewed, and all necessary documentation is included. All documents in the record are numbered and contain docket and item numbers on each page and a chronological index of all documents in the record is included. Effective and regular service will be provided to community residents by permanently implementing the alternative service proposed.

Refer questions about this Post Office discontinuance to Karen Lenane, Post Office Review Coordinator, at (319) 399-2902 or Thomas Allen Manager Post Office Operations.

GAIL HENDRIX

DISTRICT MANAGER

gal M. Dur

PO BOX 9998

CEDAR RAPIDS, IOWA 52406-9998

Enclosures:

One copy of record (http://hqcsopps.usps.gov/public/dis/4E/P1367189.pdf)
Headquarters acknowledgment of receipt of official record (optional)
Self-addressed envelope

ce: Vice President, WESTERN Area (no enclosures)

Headquarters Acknowledgment of Receipt of Official Record

The official record to consolidate the HOLLAND was received by 09/23/2011.

Please contact the Headquarters coordinator at (916) 916-8315 or the address below for additional information regarding its status.

475 L'ENFANT PLAZA SW ROOM 6700 WASHINGTON DC 20260-6700

Enclosure: (self-addressed envelope)

"Note: The acknowledgment form is optional and to be used at the district's discretion. Please provide the following memorandum and and a self-addressed return envelope if you wish to receive an acknowledgment of Headquarters receipt of the record.

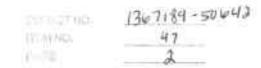
BUILGERIO BUSINO PAGE 1367189.5047

Date of Posting: 10/05/2011

Date of Removal: 11/06/2011

FINAL DETERMINATION TO CLOSE THE HOLLAND, IA POST OFFICE AND ESTABLISH SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1367189 - 50642



I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is issuing the final determination to close the Holland, IA Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Grundy Center Post Office, located five miles away. Service will be provided to cluster box units (CBUs).

CBUs are secure free-standing units of individually locked mail compartments installed and maintained by the Postal Service at no cost to the customer. A parcel locker may also be installed.

The postmaster position became vacant when the postmaster retired on June 30, 2010. Since the postmaster vacancy an OfC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office was studied for possible closing or consolidation due to the following reasons: Study to request for discontinuance based on declining workload, declining volumes, revenue and the ability of the Postal Service to provide effective and regular service by alternate means.

The Holland Post Office, an EAS-11 level, provides service from 07:45 - 10:15 Monday - Friday , 07:45 - 09:15 Saturday and lobby hours of 7:30 am - 9:30 pm on Monday - Friday and 7:30am-4:00pm on Saturday to 112 post office box or general delivery customers and 124 delivery customers. Retail services included the sale of stamps, stamped paper, and money orders, special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged 12 transaction(s) accounting for 12 minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by rural route service. Office receipts for the last 3 years were: \$36,696 (96 revenue units) in FY 2008; \$31,578 (82 revenue units) in FY 2009; and \$25,078 (65 revenue units) in FY 2010. There were one permit mailer(s) or postage meter customer(s).

On May 19, 2011, representatives from the Postal Service were available at Holland City Hall to answer questions and provide information to customers. 42 customer(s) attended the meeting.

On May 04, 2011, 230 questionnaires were distributed to delivery customers of the Holland Post Office. Questionnaires were also available over the counter for retail customers at the Holland Post Office. 70 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 8 favorable, 11 unfavorable, and 51 expressed no opinion.

When this final determination is implemented, delivery and retail services will be provided by the Grundy Center Post Office, an EAS-18 level office. Window service hours at the Grundy Center Post Office are from 08:30-16:30, Monday through Friday, and none on Saturday. There are 100 post office boxes available.

The proposal to close the Holland Post Office was posted with an invitation for comment at the Holland Post Office and Grundy Center Post Office from June 27, 2011 to August 28, 2011. The following additional concerns were received during the proposal posting period:

	Company	Customers questioned the economic savings of the proposed
7-	Concern:	discontinuance.
	Response:	Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change.
2.	Concern:	Customers said they would miss the special attention and assistance provided by the personnel at the Post Office.
	Response:	Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier.
3.	Concern:	Customers said they would miss the special attention and assistance provided by the personnel at the Post Office.
	Response:	Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier. Special assistance will be provided as needed.
4	Concern:	Customers were concerned about later delivery of mail.

ATTENDA

1367189-57642

Response:

The top priority of the Postal Service is to provide mail service in the most efficient manner possible because all of our costs are reflected in postage rates customers must pay. Delivery costs are one of our biggest expenses, so you can be assured that careful thought is given to the structure of each route. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world, to minimize vehicle and fuel expenses we must also pay special attention to energy conservation measures. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$1 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover. We do regret the inconvenience to customers who would like, but cannot receive, early mail delivery. For those customers we offer alternative delivery services, such as Post Office box service that provide access to their mail earlier and throughout the day.

5: Concern:

Response:

Concern:

Response:

Concern:

Response:

8. Concern:

Response:

9. Concern:

Response:

10. Concern:

Response:

11. Concern:

Response:

12. Concern:

Response:

13. Concern:

Customers were concerned about obtaining services from the carrier.

The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.

You expressed a concern if delivery time would be changed.

We do not know at this time if a possible discontinuance for the Holland Post Office would create the need of a route adjustment.

You stated no delivery on Saturday.

The Postal Service has requested a change to five day delivery. This must be approved through Congress as we are Federally regulated. We are awaiting their response.

Customer asked about casual and TE appointments?

The USPS still uses those appointments in certain positions.

Customer asked if FedEx and UPS pays the USPS to deliver their packages?

The USPS has a contract with both companies to deliver packages. Fed Ex and UPS in return transports USPS mail using their private airplane service.

Customer asked if the USPS hires a contractor to install the CBU's.

We hire a contractor to pour the concrete and prepare them for CBU installation. Our maintenance department then installs the CBU's onto the concrete pads.

Customer asked why it is difficult to replace Postmasters.

There is currently a hiring freeze placed on certain positions within the Postal Service at this time and Postmaster positions is one of them.

Customer expressed a concern about package delivery and pickup

The customer expressed a concern about package delivery and pickup. Rural carriers will deliver packages that fit in the cluster box, if the package does not fit in the cluster box parcel locker, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport.

Customer that owns the building leased wanted to know what would happen to the contract they have through 2014.

TIMES.

1347 199-50642

The USPS fulfills all contractual agreements. This specific contract for 4 Response: Holland has a 30 day termination clause. All other facility questions must be directed to our facility department in Denver Colorado. Customer wanted to know how many Post Offices in lowe are being 14. Concern: looked at to discontinue. Currently we are studying 82 offices for possible discontinuance. Response: Customer wanted to know if I were a resident of Holland, what would I place on my questionnaire to help keep the Post Office open? Concern: It is hard to determine what to say that could help keep the Post Office Response: open. I can not guarentee anything said will prevent this discontinuance from being approved. The likelyhood it will be discontinued is very high. We are at the beginning stages of management initiated discontinuances. so I have not seen one closed; nor overturned. Honestly I would place any opinion I had on the questionnaire, just to say that my voice was heard and became part of the official study. Customer wanted to know if it is true they read everyone must be within të Concern: 7 miles of a Post Office. I do not believe that statement is true. Response: Customer wanted to know if the cost of rent and utilities is the biggest Concern: concern of our expenses. I would say that no, it is not the largest concern, but it is within our control Response: in some cases. If we can provide regular and effective service in an alternate manner that can eliminate those expenses, then that is the purpose of this study for discontinuance. Customer wanted to know if the Evansdale Postmaster retired and did Concern: that PO close? Evansdale is considered a "branch" which falls under management of the Response: Waterloo Post Office, therefore it does not require a Postmaster. A window clerk operates the Post Office daily. Evansdale is under the same study as Holland for a possible discontinuance and could be closed. The USPS is looking into many offices, including in larger offices, processing facilities, stations and branches. Customer wanted to know if the Postal Service is looking at the low hanging fruit to discontinue small town Post Offices. Should the USPS 19 Concern: stand up to the unions? The USPS is dealing with issues within their control. Providing service via Response: rural carrier provides service in a regular and cost efficient manner, that is why discontinuance is pursued. As far as union issues, that is far beyond my realm of understanding and needs to be handled at higher levels. Customer wanted to know if the study addressed the concern to travel to 20. Concern: Grundy center to mail letters and purchase stamps? Customers may mail letters in the CBU's, as there is an outgoing mail Response: slot. The rural carrier also carries stamp stock on a daily basis. If you use a stamps by mail envelope that is bright orange, he can many times leave your stamps the same day, if not, your order would be processed in Grundy Center and returned the next delivery day. Customer wanted to know if the timeline could be quicker than 5 to 9 21. Concern: months.

Response:

Concern:

The timeline we give is approximate and from the beginning of the

Customer wanted to know if their PO Box would be located on the

process of Holland which started about two months ago.

outside of the CBU.

No, you would need to use your physical 911 address. Your PO box Response: number would no longer be valid should the discontinuance be approved. On the outside of the CBU would only be a number 1-16, not relating to any address. Inside the CBU, the carrier would have your 911 address so he would know which box belongs to which individual. Customer wanted to know if there is a timeframe the CBU's (or curbside 23. Concern: mailboxes) need to be installed. The community will be notified if discontinuance is warrented by the Vice Response: President of Retail and delivery with adequate time for installation. Customer wanted to know if there was a final goal, such as one Post 24. Concern: Office per county? I am not aware of any final goals. Response: Customer wanted to know if they can put up curbside boxes on main Concern: streat. The customer would need to petition for rural delivery through your Post Response: Customer wanted to know if they can write to USPS Consumer Affairs at 26. Concern: any time. Yes, you may write to Consumer Affairs at any given time. I can supply Response: you with a prepaid envelope to use. Customer wanted to know what the USPS does with the indivudual PO Concern: 27 boxes should their be a discontinuance. The USPS tries to reuse any equipment we can. If they are not needed, Response: we would possibly place them up for sale. Customer wanted to know where can we put the cluster box units, will kids and safety come into the decision? Yes, safety will definitely be part of the decision. The placement of the Response:

28. Concern:

Concern:

Response:

Concern:

Response:

Concern:

32. Concern:

33. Concern:

Response:

Response:

Response:

CBU's depend on the availability of city property.

Customer wanted to know who is responsible for snow removal.

The USPS is responsible for snow removal.

Customer wanted to know why express was not cheaper for Holland as it can not make it "overnight".

It is unfortunate that express can not be overnight in all areas, it is determined by transportation and meeting commitment times. We keep our service prices the same whether you are a frequesnt customer, a USPS employee or a resident of Holland. Our services are mandated to remain the same price through our regulations by congress.

Customer was concerned about the salaries of the Postal employees, do Postmasters make more or Rural carriers?

We do not want to debate salaries, when we are here to discuss Holland's potential service should there be a possible discontinuance.

Customer was concerned if the Postal Service pays for rental of the current building.

Yes, we are under a lease through 2014 which contains a 30 day clause.

Customers wanted to know if a study has been done on the costs to have the rural carrier versus the Postmaster sort the mail.

The cost savings is included in this study and will be available for public viewing when the proposal is posted.

Customers wanted to know if many small town Post Offices start closing if the administrative post offices could remain open for Saturday hours. 34. Concern: The customer r concern will be noted and added to the study. Response: Customers wanted to know if the boxes could stay inside the Post Office where they are now and have the rural carrier service them in the building. Concern: The Postal Service is trying to reduce our footprint by reducing building Response: usage and expenses when CBU's are accessible outside. Customers wanted to know if the USPS is conducting a study to determine the potential loss of business to our competitor's such as UPS? 36. Concern: Although that is a very good question, I believe the potential loss of Response: business is hard to determine. I do not know of a study being conducted on that issue. Customers wanted to know the size of the individual CBU and how many 37. Concern: are in each unit. The individual sizes are approximately 12'wide x 3" tall x 17" deep. It Response: would hold a large amount of mail and is securely locked. There are 16 individual compartments and two parcel lockers in each unit. Customers wanted to know who the appeal gets sent to within the 30 Concern: days of final determination posting. The appeal would be sent to the Postal Regulatory Commission. This Response: information is furnished should a final determination be created and is available to the public at the time it would be posted. Customers were concerned about a change of address Concern: 39. The customer expressed a concern about a change in address. Response: Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change. Customers were concerned about keeping Holland IA and 50642 in the 40 Concern: last line of their address.

Response:

Response:

41. Concern:

The should not be a problem arrived Helland and 5/842 as the last li

There should not be a problem saving Holland and 50642 as the last line of your address should there be a discontinuance.

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Customers were concerned about obtaining services from the carrier

The customer were concerned about obtaining services from the carrier, retail services provided at the post office are available from the carrier. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are evailable for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R. Stamp Purchase Order (Rural), available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the

carrier returns to the post office, and a money order receipt is left in the customer's melibox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

Customers were concerned about permit mailing

The customer expressed a concern about permit mailing that was input at the Holland Post Office. Responsibility for the permit account would be transferred to the administrative Post Office. Mailings would need to be submitted to that office for verification. Customers interested in obtaining a permit should contact the administrative postmaster.

Customers were concerned about rental on the CBU's.

No, there is no fee to have a unit in the Cluster Box Units or the keys. Two keys are given out, one saved at the Grudy Center Post Office and multiple keys may be duplicated. The only fee would be associated with a change lock fee of \$40 if all keys would be lost.

Customers were concerned about the placement of the cluster box unit.

We understand the placement of the cluster box unit is a large concern for the community. We are here tonight to get some input not only from the mayor and council but also the community of Holland's residents. We place the cluster box units on city property only as we do not pay rental on tand. Our recommendation is to have the subject on the adjends for the next city council meeting and bring that up for discussion. We do not need to know immediately where the placement would be as we are only under a study at this time.

Customers were concerned about what to do and who to contact if going on vacation.

The customer may hold your mail by calling the Grudy Center Post Office. The rural carrier can then deliver your mail (with your request) to your CBU upon your return to elfeviate a trip to Grundy Center to pick up your mail.

Customers were concerned as to why the incoming and outgoing mail survey was not conducted at different times or during different seasons and who selects the two week period?

The incoming and outgoing survey is one step of the 57 steps of the discontinuance process. The time frame is chosen as soon as an office is selected to begin the discontinuance study.

Customers were concerned how they would access their keys to the CBU boxes.

If a discontinuance is justifled, we would know the date in advance and Parn (Holland's OIC) would be able to assign keys before the office would be closed.

Customers were concerned if ourbside/rural boxes are an option.

42. Concern:

Response:

43. Concern:

Response:

44. Concern:

Response:

45: Concern:

Response:

46. Concern:

Response:

47. Concern:

Response:

48, Concern:

Curbside boxes are an option. Keep in mind that with curbside boxes Response: each individual is responsible for maintenance, including snow removal.

Rural carriers will not deliver when snow has not been removed and the route would not be down every street, in front of every house. It would include making a few loops through town. Some individuals would need to go a few blocks to retrieve mail that is unsecured in curbside boxes. We will work with the mayor who can determine at a council meeting

which preference Holland residents decide.

Customers were concerned if the 7 CBU's will all go in one area. 49. Concern:

We try to place the CBU's in one area for obvious efficiency and Response:

operational reasons.

Customers were concerned if the study would involve permanantly 50. Concern:

keeping the three hour office open as it operates currently.

This study is for possible discontinuance. It involves providing service Response:

effectively and regularly in a more cost efficient manor through the rural

Customers were concerned the Postal Service will not pay for rental of 51. Concern:

the cluster box units, then why could we not move the Post Office into the

city hall rent free.

The Post Office is trying to eliminate expenses and although that may Response:

eliminate the cost of a building lease, it would still involve salaries. We can provide regular and effective service through a rural carrier in a most

cost effective manner.

is there an option to go to Grundy Center to get our mail? 52. Concern:

The customer currently have the option to rent a PO Box in Grundy Response:

Center. A change of address would need to be completed, and we would

forward your first class mail up to one year.

Some advantages of the proposal are:

The rural and contract carriers may provide retail services, alleviating the need to go to the post office. Stamps by Mail order 1. forms are provided for customer convenience.

Customers opting for carrier service will have 24-hour access to their mail. 2.

Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers. 3.

- CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for 4
- Customers opting for carrier service will not have to pay post office box fees. 5
- Saves time and energy for customers who drive to the post office to pick up mail. 6

Some disadvantages of the proposal are:

The loss of a retail outlet. Retail services may be provided by the rural or contract delivery carrier.

- Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to 2, conduct most Postal Service transactions.
- A change in the mailing address. The community name will continue to be used in the new address. A carrier route address 3, will be assigned.
- A change in your PO Box Fees may be a result of this proposal.

Taking all available information into consideration, the Postal Service concludes this final determination will provide a maximum degree of effective and regular postal services to the community.

II. EFFECT ON COMMUNITY

Holland is an incorporated community located in GRUNDY County. The community is administered politically by Mayor and expensional police protection is provided by the Grundy County Sheriff Dept. Fire protection is provided by the Holland Fire Department. The community is comprised of combination and those who commute to work at nearby communities and may work in local businesses.

Businesses and organizations include: Colfax Presbyterian Church, Holland Post Office Holland Volunteer Fire Dept. Heartland Cooperative Elevator Lone Tree Inn City Hall / Community Bidg. Jay's Storage Units New Hope Fellowship CR Church , Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Holland Post Office will be available at the Grundy Center Post Office. Government forms normally provided by the Post Office will also be available at the Grundy Center Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed from questionnaires, the community meeting, on the petition, and on the congressional inquiry:

None

Based on the Information obtained in the course of this discontinuance study, the Postal Service concludes this final determination will not adversely affect the community.

III. EFFECT ON EMPLOYEES

The postmaster position became vacant when the postmaster retired on June 30, 2010. The noncareer postmaster retired (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected. Since the postmaster vacancy an OIC has been installed to operate the office.

IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 35,525 with a breakdown as follows:

Postmaster Salary (EAS-11, No COLA) Fringe Benefits @ 33.5% Annual Lease Costs	\$ 33,168 \$ 11,111 + \$ 3,600	
Total Annual Costs Less Annual Cost of Replacement Service	\$ 47,879 <u>-\$ 11,354</u>	
Total Annual Savings	_\$ 36.525	

A one-time expense of \$ 5166 will be incurred for the movement of this facility.

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

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VI. SUMMARY

This is the final determination to close the Holland, IA Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Grundy Center Post Office, located five miles away. Service will be provided to cluster box units (CBUs).

The postmaster retired on June 30, 2010, if the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. The workload has declined. Effective and regular service will continue to be provided by rural route service.

The Holland Post Office provided delivery and retail service to 112 PO Box or general delivery customers and 124 delivery route customers. The daily retail window transactions averaged 12. There are one permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a Post Office for service. The Postal Service will save an estimated \$36,525 annually. A disadvantage to some will be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with rural or contract delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outwelch the disadvantages and this final determination is warranted.

VII. NOTICES

- A. Support Materials. Copies of all materials upon which this final determination is based are available for public inspection at the Holland Post Office and Grundy Center Post Office during normal office hours.
- B. Appeal Rights. This final determination to close the Holland Post Office may be appealed by any person served by that office to the Postal Regulatory Commission at 901 New York Ave NW. Suite 200, Washington DC 20268-000l. Appeals must be received by the Commission within 30 days of the date this final determination is posted. If an appeal is filed, copies of appeal documents prepared by the Postal Regulatory Commission or the parties to the appeal will be made available for public inspection at Holland Post Office and Grundy Center Post Office during normal office hours.

Hand Hank	09/26/2011	
Dean J Granholm Vice President of Delivery and Post Office Operations	Date	



10/05/2011

OFFICER-IN-CHARGE/POSTMASTER Holland Post Office

SUBJECT: Letter of Instructions Regarding Posting of the Holland Post Office Final Determination Docket No. 1367189 - 50642

Please post in the lobby the enclosed final determination to close the Holland Post Office. The final determination must be posted in a prominent place from 10/05/2011 through close of business on 11/06/2011. It must be posted for at least 30 days and the first day does not count. Additionally, please take down the posted "Notice of Taking Proposal and Comments under Internal Consideration" and return to this office.

Round-date stamp the cover of the final determination on the date of posting and on the date of removal. Please send the final determination to me by close of business on 11/07/2011.

Additional copies of the final determination are enclosed. Provide them to customers upon request.

Also enclosed is the official record upon which this final determination is based. Customers may read it; however, they may not remove it from your office. When a customer requests a copy of the record, provide it upon payment of any fees prescribed in Administrative Support Manual. If you do not have photocopy equipment, take the customer's name, address and telephone number and contact the district for needed copies.

If there are any questions, please contact me at (319) 399-2902.

Sincerely,

KAREN LENANE

POST OFFICE REVIEW COORDINATOR

PO BOX 9998

CEDAR RAPIDS, IOWA 52406-9998

Docker: 1367189 + 58642 Rem.3 de: 48 Page Nic. 2

Enclosures:

Final Determination Official Record

TURNO. TURNO. PASE 1367189.50643

Date of Posting: 10/05/2011

Date of Removal: 11/06/2011

FINAL DETERMINATION TO CLOSE THE HOLLAND, IA POST OFFICE AND ESTABLISH SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1367189 - 50642

LINE ANY DOUGHT LAND 1367189-50642 ROLLAND 49 007 5 2011

Date of Posting: 10/05/2011

Date of Removat: 11/06/2011

FINAL DETERMINATION TO CLOSE THE HOLLAND, IA POST OFFICE AND ESTABLISH SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1357189 - 50642



09/26/2011

DISTRICT MANAGER PO BOX 9998 CEDAR RAPIDS, IOWA 52406-9998

ATTENTION: Post Office Review Coordinator SUBJECT: Final Determination-HOLLAND

The final determination to discontinue the subject Post Office is enclosed, along with a Postal Bulletin amounteement form to be completed and returned to this office through the district.

Please provide public notice by prominently posting a copy of the final determination in the appropriate Post Office. Make a copy of the completed record available for public inspection during normal working boars at the Post Office during the mandatory 30-day posting period. Please note that the first day of the actual 30-day posting period begins at day "zero".

POSTAL BULLETIN - POST OFFICE CHANGE ANNOUNCEMENT

Complete the enclosed Postal Bulletin Post Office Change Announcement form in its entirety and send it to this office (in triplicate) on the day the final determination is removed. One form will be used to document the official record, one sent to the Accounting Systems Development office, and the third copy will be forwarded to the Headquarters Address Management. Please note that Headquarters Address Management will not announce any Post Office closing or consolidation except when requested in writing by this office. Announcement form mailing instructions are provided at the bottom of the form.

APPEAL

Providing there are no appeals to the Postal Rate Commission, the office will be officially discontinued the first Suturday that fulls (6) days after posting the final determination. If the final determination is appealed, we will fismish you with appropriate instructions. Please contact this office if a different date is needed for the official discontinuance. It must be noted, however, that the law prohibits discontinuance shoner than 60 days after the date the final determination was posted.

NATIONAL FIVE-DIGIT ZIP CODE AND POST OFFICE DIRECTORY UPDATE

Please coordinate with your Address Management System (AMS) unit to make sure that the AMS database is updated according to existing Headquarters Address Management instructions. That request, however, shall not be made until this office has notified you in writing that no appeals are pending.

OFFICIAL RECORD

Chronologically file this memorandum in your copy of the official record. All final determination postings must be added to the record at the end of the 30-day public posting period. Do not send them to Headquarters. The official record abould be archived at the district by the Post Office discontinuance coordinator after the appeal decision is rendered and/or the Post Office change announcement has appeared in the Postal Bulletin.

If you have any questions, please contact Rich Rudez at (202) 268-5062.

Thank you for your assistance.

Dean J Granholm

Vice President Delivery and Post Office Operations

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Enclosure: (2)

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Vice President, Area Operations, WESTERN Area